

### **Purpose of this Document**

This document discloses important information about Elmo Insurance Limited (“We”/“Us”/“Our”) and your rights and obligations. Please review this document carefully and feel free to contact Us should you require any additional information or clarification.

### **The Company**

Elmo Insurance Limited (C-3500) is registered in Malta. Authorised to carry on general insurance business in terms of the Insurance Business Act (Chapter 403 of the Laws of Malta) and regulated by the Malta Financial Services Authority of Triq l-Imdina, Zone 1, Central Business District, Birkirkara CBD 1010, Malta.

### **Contacting Elmo Insurance Limited**

You may contact Us by postal mail, email, telephone or by visiting our Head Office or any one of Our branches. Details of all Our branches are accessible through the following link: [www.elmoinsurance.com/contact-us/our-branches](http://www.elmoinsurance.com/contact-us/our-branches).

### **Applicable Law**

Insurance policies offered by Us in Malta are subject to Maltese Law.

### **Language**

All our policy documents are provided in English. Any information which We will provide you in connection with your insurance policy will be in English. You may communicate with Us in either English or Maltese.

### **Material Facts**

A material fact is a fact which is likely to have a bearing on Our assessment of the underwriting risk and consequently Our decision about determining premium, writing risks or settling claims. It is your responsibility to ensure that all facts declared by you to Us are at all times true, accurate and complete and that you do not withhold any material information from Us. Any person completing insurance forms on your behalf shall for that purpose be regarded as your representative and not as a representative of Elmo Insurance Limited and you remain fully responsible for the correctness and accuracy of the information provided to Us by you or on your behalf. If any material information provided by you to Us is incorrect or incomplete or if you fail to disclose any material information to Us, the policy may be rendered null and void, We may repudiate any claims which may be made under your policy and you may encounter difficulty in obtaining insurance cover elsewhere. It is therefore in your interest to check the correctness of any information which you submit to Us prior to doing so.

### **Remuneration Disclosure**

The premium noted in your policy schedule may include a percentage commission which We may pay to insurance distributors and/or employees introducing business, upon the writing of the policy. Such commission is not added to your premium, but is deducted as a percentage of the premium collected by Us.

### **Complaints Procedure**

We are committed to provide you with the highest level of service. However, if you are not satisfied with Our services, please refer the matter to Our Complaints Officer by mail at: Elmo Insurance Limited, Abate Rigord Street, Ta' Xbiex, XBX 1111, Malta, by e-mail at: [complaints@elmoinsurance.com](mailto:complaints@elmoinsurance.com) or by telephone on: 00356 23430000. Your complaint will be acknowledged by Our Complaints Officer and a response will be sent to you within a maximum time period of fifteen working days. If your complaint remains unresolved, you may write to: The Office of the Arbitrator for Financial Services, N/S in Regional Road, Msida MSD 1920, Malta. Freephone: 80072366. Telephone: 00356 21249245. You can also download a complaint form from: [www.financialarbiter.org.mt](http://www.financialarbiter.org.mt). This is without prejudice to any other judicial action which you may resort to.

### **Protection and Compensation Fund**

The Protection and Compensation Fund is a special fund which was established in terms of the Protection and Compensation Fund Regulations, 2003. The aims of the fund are: (i) to pay for any claims against an insurer which have remained unpaid because the insurer became insolvent. These claims must be in respect of protected risks situated in Malta or protected commitments where Malta is the country of commitment; and (ii) to compensate victims of road traffic accidents in certain specified circumstances. Limited compensation may be available under the fund if the insurer becomes insolvent and unable to meet its obligations under the insurance contract. Further information about the fund may be accessed through the following link: [www.mfsa.mt](http://www.mfsa.mt)

# Credit Card Travel Insurance & Purchase Protection Insurance Product Information Document

Company: Elmo Insurance

Product: Credit Card Travel & Purchase Protection Insurance



Elmo Insurance Limited | Abate Rigord Street, Ta' Xbiex XBX1111, Malta

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This Insurance Product Information Document is only intended to provide a summary of the main coverage and exclusions, and is not personalised to your specific individual needs. Complete pre-contractual and contractual information on the product is provided in your policy documentation.

## What is this type of insurance?

This is a **group travel and purchase protection insurance policy** provided to eligible Bank credit cardholders (Platinum, Gold and Classic).

The insurance offers protection against costs and losses arising during travel, as well as limited protection for purchases made using the insured credit card.

Cover is **conditional upon the use of the insured card** to pay for travel arrangements, subject to minimum payment requirements.



### What is insured?

Listed below is a summary of the cover available (refer to the policy for full terms and limits):

#### Travel Cover

- ✓ Personal Accident (death or permanent disablement following an accident)
- ✓ Medical and Emergency Travel Expenses (including repatriation)
- ✓ Legal Expenses (pursuit of third-party claims)
- ✓ Cancellation, Curtailment and Change of Itinerary
- ✓ Passport Indemnity
- ✓ Personal Baggage (loss, theft or damage)
- ✓ Personal Money and Credit Cards (loss or fraudulent use)
- ✓ Travel Delay (departure delays)
- ✓ Personal Liability (injury or property damage to third parties)
- ✓ Hijack (daily benefit and additional expenses)
- ✓ Purchase Protection - Covers accidental damage or aggravated theft of eligible items within 90 days of purchase when paid in full using the insured card
- ✓ Missed Departure - Covers additional travel and accommodation costs due to transport disruption or delays

*Benefits and limits vary depending on the type of credit card held.*



### What is not insured?

The policy does not cover, among others:

- ✗ Pre-existing medical conditions not declared and accepted
- ✗ Travelling against medical advice or for medical treatment purposes
- ✗ Claims arising from:
  - Suicide or self-inflicted injury
  - Drug or alcohol misuse
  - Participation in excluded or hazardous activities
- ✗ Cancellation due to:
  - Financial circumstances
  - Disinclination to travel
- ✗ Losses caused by:
  - War, terrorism or nuclear risks
  - Communicable diseases
- ✗ Personal baggage:
  - Wear and tear or gradual deterioration
  - Unattended belongings
  - Certain excluded valuables
- ✗ Purchase protection exclusions:
  - Jewellery, clothing, mobile phones
  - Second-hand goods
  - Non-aggravated theft
  - Manufacturer defects.



## Are there any restrictions on cover?

! Cover applies only if:

- Travel is paid using the insured credit card
- For package holidays, at least 50% is paid prior to departure

! Travel must:

- Start and end in Malta
- Not exceed 90 days per trip

! Policy limits apply per section and per insured person

! An excess (typically €35) applies to most claims

! Age limits apply as defined in the policy schedule



## Where am I covered?

- ✓ Worldwide, for insured journeys originating from Malta



## What are my obligations?

- Provide complete and accurate information
- Take reasonable precautions to prevent loss or damage
- Notify the insurer as soon as possible of any claim
- Report theft or loss to the police within required timeframes
- Provide supporting documentation for claims
- Comply with credit card usage conditions



## When and how do I pay?

- The premium is paid by the bank under a group policy
- No separate premium is payable by the insured person



## When does the cover start and end?

- Travel cover applies:
  - From departure from Malta
  - Until return to Malta
- Purchase protection applies:
  - For 90 days from the date of purchase
- The policy is issued on an annual basis, as per the policy schedule



## How do I cancel the contract?

This is a group policy. Individual insured persons cannot cancel the policy independently.