

# MINI ROADSIDE ASSISTANCE POLICY HANDBOOK. FOR REPUBLIC OF IRELAND RESIDENTS ONLY.



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# HELLO.

Thank you for purchasing MINI Roadside Assistance.

While you are having MINI adventures in the Republic of Ireland and abroad, MINI Roadside Assistance is looking out for you.

Your confirmation of cover shows the insured vehicle and any special terms and conditions that apply.

It is very important that you read the whole of this policy so that you understand exactly what is and what is not covered and what to do if you need assistance.

Please read this policy wording carefully. If there is anything you do not understand, contact us right away using the details below.

# IMPORTANT CONTACT DETAILS.

# How to contact us about your policy

If you have any questions about your policy or you need any information which is not included in this document please call us on 1800 840 400 or email miniwarrantysales@allianz-assistance.ie

How to contact us if you need roadside assistance

Within the Republic of Ireland phone: 1800 266 737.

If you are in the UK or abroad phone: 00 353 1637 3698.

# SUMMARY OF COVER.

The following is only a summary of the main cover limits. You should read the rest of this policy for the full terms, conditions and exclusions.

COVER	CLAIM LIMIT (UP TO)	CLAIM EXCESS
MINI Roadside Assistance Republic of Ireland and UK	Overnight hotel accommodation: up to €135 per person if more than 80 km from <b>home</b> address. Maximum payable is €670.	None
	Replacement vehicle: up to 2 days.	
MINI Roadside Assistance	Overnight hotel accommodation: up to €135 per person and up to 4 days.	None
Abroad	Replacement vehicle: up to 2 weeks.	
	Repatriation of vehicle: up to the market value of the <b>insured vehicle</b> , based on the latest	
	Glass's Guide valuation at the time the <b>insured vehicle</b> becomes <b>immobilised</b> .	

## NOTE

Some sections of cover have financial limits. For details, please go to the following pages:

Benefits when in the Republic of Ireland and the UK - page 13.

Benefits when abroad - page 16.

# IMPORTANT INFORMATION.

#### Insurer

AWP P&C S.A. - Dutch Branch, trading as Allianz Global Assistance Europe, located at Poeldijkstraat 4, 1059 VM Amsterdam, the Netherlands, with corporate identification No 33094603, registered at the Dutch Authority for the Financial Markets (AFM) No 12000535 and authorised by L'Autorité de Contrôle Prudentiel et de Résolution (ACPR) in France. AWP P&C S.A. – Dutch Branch is regulated by the Central Bank of Ireland for conduct of business rules.

#### How your policy works

Your policy and confirmation of cover is a contract between you and us. We will pay for any valid claim covered by this policy that happens during the insurance period.

Unless stated otherwise, the benefits and exclusions in each section apply to the **insured vehicle**. **Your** policy does not cover all possible events and expenses.

Certain words have a special meaning as shown on page 10. These words have been highlighted by using bold print throughout the policy document.

## Information you must tell us

There is certain information **we** need to know as it may affect the terms of the insurance cover **we** can offer **you**.

You must, to the best of your knowledge, give correct answers to the questions we ask when you buy your policy. If you do not answer the questions truthfully your policy could be invalid and this could result in no claims being paid.

If you think you may have given us any inaccurate or incorrect answers, or if you need assistance with regards to the purchase of the policy, please call 1800 840 400 or email miniwarrantysales@allianzassistance.ie as soon as possible and we will be able to tell you if we can still offer you cover.

#### Fraud

The insurance will be invalid if **you** try to benefit from it through fraud or dishonesty.

## Mileage limit

There is no mileage limit for MINI Roadside Assistance cover.

## Cancelling your policy

If this cover does not meet **your** needs or if **you** choose to cancel this policy for any reason within 14 days of receiving the original documentation, **you** can get a full refund of **your** premium provided no roadside assistance has been provided.

After this 14-day period **you** are entitled to a pro-rata refund, provided no roadside assistance has been provided, minus an administration fee of  $\in$ 35.

In either case, if **you** have asked **us** to perform or provide any of the services given under this policy, **we** reserve the right to recover all costs that **we** have paid for the service provided, such as, if it later transpires that **you** may not have been entitled to the services.

If the policy is cancelled as a result of **your** action(s), **we** may not issue a refund.

## Policy cancellation administration fee

If **you** choose to cancel **your** policy after 14 days, an administration fee of €35 will be deducted from any refund.

To cancel your policy, please email miniwarrantysales@allianzassistance.ie or phone: 1800 840 400.

# Privacy notice

AWP P&C S.A. Dutch Branch trading as Allianz Partners ('we', 'us' 'our'), is the Dutch branch of AWP P&C S.A., a French Insurance company which has its registered offices in Saint-Ouen, France and is part of Allianz Partners Group. AWP P&C S.A. - Dutch Branch is registered at the Netherlands Authority for the Financial Markets (AFM) and is authorised under French law by 'L'Autorité de Controle Prudentiel et de Résolution' (ACPR) in France to provide insurance products and services on a cross-border basis.

Protecting **your** privacy is a top priority for **us**. This privacy notice explains how and what type of personal data will be collected, why it is collected and to whom it is shared or disclosed.

Please read this notice carefully.

1. Who is the data controller?

A data controller is the individual or legal person who controls and is responsible to keep and use personal data, either in paper or electronic files

AWP P&C S.A. Dutch Branch is the Data Controller as defined by relevant data protection laws and regulations, in regard to the personal data that **we** request and collect from **you** for the purposes detailed in this privacy notice.

2. What personal data will be collected?

We will (or may) collect and process various types of personal data about you, other persons and third parties affected by a covered event such as:

Personal Information of the policyholder:

- · Surname, first name
- Gender
- Identification Document number (Identity card number, government ID, driver's licence, passport number) and expiry dates
- · Age/Date of birth
- Address
- · Contact details (email address, phone number)

- Language
- · Residency
- · Nationality
- · IP address
- · Bank/credit card and bank account details.

## Your personal details:

- · Surname, first name
- Identification Document number (e.g. Identity card number, passport number) and expiry dates
- · Age/Date of birth.

Depending on the claim submitted, **we** may also collect and process additional personal data including, sensitive personal data about **you**, other persons and third parties affected by covered events, such as:

- · Medical conditions (physical and/or psychological)
- · Medical history and reports
- · Medical claims history
- · Documentation justifying sick leave and duration
- · Death certificates
- Details of the claim (e.g. travel booking details or references, details of expenses, visa details, etc)
- · Phone number and contact details if not provided previously

- · Details of a third party to contact with in case of emergency
- · Occupation
- · Previous and/or current employment or business activities
- · Location data
- · Signature
- Voice
- Family details (e.g. marital status, dependants, spouse, partner, relatives)
- IP address of the claimant if the claim is submitted by our available portals/apps
- Criminal convictions and offences (e.g.in case of requiring legal assistance)
- Results of criminal checks relating to prevention of fraud and/or terrorist activities
- · Bank account details
- · Tax code.

By purchasing this insurance policy, **you** commit to give the information contained in this Privacy Notice to any third party whose personal information **you** may provide to **us** (e.g. other insured persons, beneficiaries, third parties involved in the claim, third party persons to contact in case of emergency, etc.), and **you** accept not to provide that information otherwise.

#### **Insurance Compensation Fund**

The **insurer** is a member of the Insurance Compensation Fund, which was formed under the Investment Act of 1964 (as amended). **You** may be entitled to compensation from this scheme, if the **insurer** cannot provide the services **you** 

## Governing law

Unless agreed otherwise, Irish law will apply and all communications and documentation in relation to this policy will be in English. In the event of a dispute concerning this policy the Irish courts shall have exclusive jurisdiction.

# Third party rights

This contract of insurance is intended solely for the benefit of **you** and **us**. Unless otherwise specifically provided, nothing in this contract of insurance shall be construed to create any duty to, or standard of care with reference to, or any liability to, any person or entity not a party to this contract of insurance.

## Stamp duty

The **insurer** has paid or will pay the appropriate Stamp Duty in accordance with the provisions of Section 5 Stamp Duties Consolidation Act 1999.

#### **Insurance Act 1936**

All monies which may become due or payable by  ${\bf us}$  shall be payable in Ireland.

# DEFINITIONS.

Some words and phrases have specific meanings and are defined in this section. For easier reading, they are presented in alphabetical order and are formatted in bold.

#### Area of cover

You will not be covered if you travel outside these areas.

Republic of Ireland and United Kingdom, UK
 United Kingdom, UK is defined as: England, Scotland, Wales,
 Northern Ireland, Channel Islands and Isle of Man.

#### Abroad

Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus, Czech Republic, Denmark (excluding the Faroe Islands), Estonia, Finland (excluding Aland), France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia and Montenegro, Slovakia, Slovenia, Spain (including the Balearic Islands but excluding Canary Islands), Sweden, Switzerland and Turkey.

#### Confirmation of cover

The letter or email sent confirming your policy number, insured vehicle details and the policy start date and end date.

#### Home, home address

Your permanent, fixed address for legal and tax purposes in the Republic of Ireland.

#### Immobilisation, immobilised

Electrical or mechanical breakdown, road accident, loss of keys, loss, damage or destruction by fire, theft or vandalism.

#### Insurance period

Your MINI Roadside Assistance lasts for 12 months.

#### Insured vehicle, your vehicle

The vehicle covered by this policy as shown on the **confirmation of cover**, for which the appropriate insurance premium has been paid.

The vehicle must be registered in the **Republic of Ireland** and **your** cover will end if the vehicle is exported.

#### Insurer

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## **Passengers**

The people in **your vehicle** at the moment MINI Roadside Assistance is required, up to the maximum number of **passengers** legally permitted in the **insured vehicle**.

#### Policy start date

Means the date on which **your** cover commences as shown on the **confirmation of cover**.

#### Private owner

An individual not engaged in the business of purchasing, selling or servicing of motor vehicles.

#### We, our, us, MINI Roadside Assistance Services

AWP P&C S.A. - Dutch Branch, trading as Allianz Global Assistance Europe, located at Poeldijkstraat 4, 1059 VM Amsterdam, the Netherlands, with corporate identification No 33094603, registered at the Dutch Authority for the Financial Markets (AFM) No 12000535 and authorised by L'Autorité de Contrôle Prudentiel et de Résolution (ACPR) in France. AWP P&C S.A. – Dutch Branch is regulated by the Central Bank of Ireland for conduct of business rules.

## You, your, yourself

The owner or user of the **insured vehicle** as shown on the **confirmation** of **cover**.

You must be at least 18 years old to buy this policy.

# WHAT TO DO IF YOU NEED ASSISTANCE.

If you are not sure if you need assistance, please phone MINI Roadside Assistance Services first. Do not make your own arrangements before contacting us. If you need assistance after an accident, vehicle breakdown, fire or theft, contact us with the following details.

- · Your name and exact location
- · A contact telephone number
- · Policy number or registration number and colour of your vehicle
- · Details of what has happened.

When in the Republic of Ireland phone: 1800 266 737.

If you are in the UK or abroad phone: 00 353 1637 3698.

All calls may be recorded and used for claims handling and administration purposes and for training purposes.

The following pages detail the extensive range of benefits provided by MINI Roadside Assistance. Please read these carefully.

# BENEFITS WHEN IN THE REPUBLIC OF IRELAND AND THE UK.

All costs quoted within this document include VAT.

#### Home and roadside assistance

If your vehicle is immobilised at home or elsewhere, we will arrange assistance for you. Whenever practical, you will be assisted by a MINI Customer Service Vehicle, but if the problem cannot be resolved at the roadside, we will pay the costs of taking your vehicle to the nearest authorised MINI Centre or MINI Service Workshop or to the authorised MINI Centre or MINI Service Workshop nearest to your home address in the Republic of Ireland.

#### Storage

If your vehicle has to be stored following recovery by us, we will pay for the cost of storage up to a maximum of  $\in$ 70.

### Onward travel/hotel accommodation

Following assistance and if vehicle repairs cannot be completed within four hours, we will, whenever possible, arrange and pay for you and your passengers to either continue your journey or return home by the most appropriate means. If the breakdown happens more than 80 km from your home address and overnight accommodation is a more practical option, we will cover bed and breakfast costs for you and your passengers:

- Up to €135 per person),
- The maximum we will pay for hotel accommodation is €670 in total (including VAT).

#### Car hire

Following assistance and if vehicle repairs cannot be completed within four hours, we will, whenever possible, arrange and pay for a replacement vehicle for up to two days. You must provide a valid driving license to the rental provider and pay a deposit to cover fuel costs and any extra rental days. For full details, see the terms and conditions for Republic of Ireland and UK cover on page 14.

#### Vehicle redelivery

If we have recovered your vehicle to an authorised MINI Centre or MINI Service Workshop that's not your local one, we will arrange for it to be returned to your home address. Alternatively, if you prefer to collect it yourself, we will cover your reasonable travel costs to your vehicle's location.

## Glass breakage

If needed, **we** can contact an authorised MINI Centre or MINI Service Workshop who will usually be able to arrange replacement glass for **you**.

Alternatively, if a repair cannot be made on the spot, **we** can arrange to have **your vehicle** stored securely until the necessary parts are available.

Please note: the other benefits listed in this document do not apply in the event of glass breakage and **you** will need to pay for any replacement parts or other costs.

# TERMS AND CONDITIONS WHEN IN THE REPUBLIC OF IRELAND AND THE UK.

#### Adverse weather conditions

When **we** experience adverse weather conditions, such as high winds, snow, floods, etc., external resources may be busy and some operations become physically impossible until the weather improves. At such times, **our** priority is to ensure that **you** and **your passengers** are taken to a place of safety and so the recovery of **your vehicle** may not be possible until weather conditions improve.

#### Car hire

Whenever possible **we** will provide **you** with a replacement vehicle from the repairing authorised MINI Centre or MINI Service Workshop. If that's not possible, **we** will arrange one through one of the major vehicle rental companies. **You** must comply with their hire conditions and cover fuel costs.

Insurance requirements state that **you** must have held a full EU/UK driving licence for at least 12 months and that **you** must be between 21 and 65 years of age. If **you** are under 21 or over 65, **we** will attempt to make alternative arrangements but these cannot be guaranteed.

Certain endorsements on **your** licence may affect **your** eligibility to hire a vehicle.

## Wrong fuel

If your vehicle is immobilised as a result of using the wrong fuel, we will cover the cost of recovering your vehicle to the nearest authorised MINI Centre or MINI Service Workshop.

Please note: the other benefits listed in this document do not apply if **you** use incorrect fuel and **you** will need to pay for any replacement parts or other costs.

#### Lock out/lost keys

We will help you access your vehicle in the most practical way if you are locked out. However some security systems make this difficult if spare keys are not available. If we need to force entry, you will need to sign a declaration giving your permission and accepting responsibility for any damage caused.

# Punctures - Mobility System

If you get a puncture and your vehicle has a Mobility System, you can find instructions on how to use it in your owner's handbook or on the device itself. Alternatively, we will be happy to explain how the system works to help you carry out a temporary repair and continue your journey.

#### Release fees

If your vehicle is stolen and later recovered by the Guards, you may need to pay a release fee before we can move it to an authorised MINI Centre or MINI Service Workshop or to your home address.

## Specialist charges

If your vehicle needs specialist equipment for recovery, for example if it has, left the highway, is in a ditch, is standing on soft ground, sand, shingle, stuck in water or snow or has been <code>immobilised</code> by the removal of its wheels, <code>we</code> will arrange recovery but <code>you</code> will be responsible for the costs. These costs may be refundable under <code>your</code> motor insurance policy.

# EXCLUSIONS WHEN IN THE REPUBLIC OF IRELAND AND THE UK.

We will not pay for the following.

- · Any costs you didn't get our approval for.
- · Any costs you would normally pay, such as fuel and toll charges.
- The cost of replacement parts and/or labour costs of anyone other than us.
- Any costs from taking part in motor racing, rallies, speed, track days or duration tests.
- Any costs resulting from your vehicle not being roadworthy or not being serviced in line with the manufacturer's recommendations.

If **we** believe that a recurring fault is due to poor maintenance, **we** may ask for proof of servicing and require **your vehicle** to be taken to an authorised MINI Centre or MINI Service Workshop.

- · Any costs related to **your** participation in a criminal act or offence.
- Any costs related to being under the influence of alcohol, solvent abuse or drugs.
- · Any consequential losses caused by your vehicle being immobilised.
- Any loss, theft, damage, death or bodily injury cost or expense caused by the event you have made a claim for.

# BENEFITS WHEN ABROAD.

All costs quoted within this document include VAT.

### Roadside assistance and recovery

If your vehicle is immobilised abroad, we will arrange assistance for you. If the problem cannot be fixed at the roadside, we will pay the costs of taking your vehicle to the nearest authorised MINI Centre or MINI Service Workshop.

#### Storage

If your vehicle has to be stored whilst awaiting recovery or repatriation, we will pay storage costs up to  $\in$ 135.

#### Onward travel/hotel accommodation

If **your vehicle** is **immobilised** on the way to **your** planned destination and cannot be repaired within four hours at an authorised MINI Centre or MINI Service Workshop, **we** will arrange and cover the cost of the most appropriate transport to help **you** continue **your** journey.

Alternatively, if **you** choose to wait for repairs to be completed and need to stay overnight, **we** will, wherever possible, cover hotel costs for **you** and **your passengers** up to a maximum of four days and up to epsilon135 per person per night on a bed and breakfast basis.

#### Car hire

Following assistance by **us**, **we** will, whenever possible, arrange and pay for a replacement vehicle **abroad** while **your vehicle** is being repaired, up to a maximum of two weeks.

You must provide a valid driving licence to the rental provider and pay a deposit to cover fuel costs and any extra rental days.

We cannot guarantee a vehicle with accessories such as roof racks, tow bars, etc.

For full details, see the terms and conditions when abroad on page 17.

### Vehicle repatriation

If your vehicle cannot be repaired abroad or if the repairs will not be completed before your return to the Republic of Ireland, we will arrange and pay for the repatriation of your vehicle to the authorised MINI Centre or MINI Service Workshop nearest to your home address.

Alternatively, following your return to the Republic of Ireland once repairs are completed, if you prefer to collect your vehicle yourself, we will cover your reasonable travel costs to your vehicle's location.

The maximum amount **we** will pay for vehicle repatriation is the market value of **your vehicle** based on the latest Glass's Guide valuation at the time **your vehicle** becomes **immobilised**.

## Additional Republic of Ireland or UK car hire

If your vehicle is being repatriated or has been left abroad for repairs to be completed after an electrical or mechanical failure (not accident or theft), we will arrange and pay for a replacement vehicle in the Republic of Ireland or the UK, up to a maximum of three days. Terms and conditions for Republic of Ireland and UK vehicle hire will apply.

# TERMS AND CONDITIONS WHEN ABROAD.

#### Cover limits

Cover abroad is only valid for up to 91 days in any single trip.

## Repatriation

If your vehicle has to be repatriated from abroad, you should remove any valuable items. You will need to provide us with a signed list of items left in your vehicle. We or our agents are not responsible for any loss or damage to items not listed.

#### Adverse weather conditions

When **we** experience adverse weather conditions, such as high winds, snow, floods, etc., external resources may be busy and some operations become physically impossible until the weather improves. At such times, **our** priority is to ensure that **you** and **your passengers** are taken to a place of safety and so the recovery of **your vehicle** may not be possible until weather conditions improve.

## Car hire

Whenever possible **we** will provide **you** with a replacement vehicle from the repairing authorised MINI Centre or MINI Service Workshop. If that's not possible, **we** will arrange one through one of the major vehicle rental companies. **You** must comply with their hire conditions and cover fuel costs.

Insurance requirements state that **you** must have held a full EU/UK driving licence for at least 12 months and that **you** must be between 21 and 65 years of age. If **you** are under 21 or over 65, **we** will attempt to make alternative arrangements but these cannot be guaranteed.

Certain endorsements on **your** licence may affect **your** eligibility to hire a vehicle.

#### Punctures - Mobility System

If you get a puncture and your vehicle has a Mobility System, you can find instructions on how to use it in your owner's handbook or on the device itself. Alternatively, we will be happy to explain how the system works to help you carry out a temporary repair and continue your journey

## Wrong fuel

If **your vehicle** is **immobilised** as a result of using the wrong fuel, **we** will cover the cost of recovering **your vehicle** to the nearest authorised MINI Centre or MINI Service Workshop.

Please note: the other benefits listed in this document do not apply if **you** use incorrect fuel and **you** will need to pay for any replacement parts or other costs.

#### Autoroute restrictions

If you need assistance on a French autoroute, or certain autoroutes in other covered countries, you must use the official SOS boxes at the side of the road to arrange initial recovery. You will be connected to the authorised motorway assistance service who will help you, as we cannot provide assistance on these roads.

You should contact us as soon as possible so we can arrange assistance once your vehicle has been removed from the autoroute. You can claim back any autoroute recover costs from us.

# EXCLUSIONS WHEN ABROAD.

We will not pay for the following.

- · Any costs you didn't get our approval for.
- · Any costs you would normally pay, such as fuel and toll charges.
- The cost of replacement parts and/or labour costs of anyone other than us.
- Any costs from taking part in motor racing, rallies, speed, track days or duration tests.
- Any costs resulting from your vehicle not being roadworthy or not being serviced in line with the manufacturer's recommendations.

If **we** believe that a recurring fault is due to poor maintenance, **we** may ask for proof of servicing and require **your vehicle** to be taken to an authorised MINI Centre or MINI Service Workshop.

- · Any costs related to **your** participation in a criminal act or offence.
- Any costs related to being under the influence of alcohol, solvent abuse or drugs.
- · Any consequential losses caused by your vehicle being immobilised.
- Any loss, theft, damage, death or bodily injury cost or expense caused by the event you have made a claim for.

# POLICY RENEWAL.

We will send you a renewal notice before your insurance period ends, as shown on your confirmation of cover.

We may choose not to renew your policy. We will send you notice of this prior to the expiry of your policy.

We may change your cover terms or premium rates at the renewal date.

We also have the right to vary the terms, conditions and exclusions during the **insurance period** by writing to **you** and giving **you** at least 60 days notice.

Policies can only be purchased through **our** website: `www.miniwarranty.ie.

If you have any questions about your cover, you can call us on 1800 840 400 or email miniwarrantysales@allianz-assistance.ie

**You** must purchase a MINI Roadside Assistance policy before **your vehicle's** existing policy ends, otherwise **we** will be unable to offer **you** a policy.

# MAKING A COMPLAINT.

We aim to get it right, first time, every time. If we make a mistake we will try to put it right straight away.

To make a complaint, please email: customersupport@allianz-assistance.co.uk

We will confirm we have received your complaint within five working days and do our best to resolve the problem within four weeks. If we cannot, we will let you know when an answer may be expected.

If **we** have not resolved the situation within eight weeks, **you** can contact Financial Services and Pensions Ombudsman for independent arbitration:

#### Website

www.FSPO.ie

#### Post

Financial Services and Pensions Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2

#### Phone

+353 1 567 7000

#### Email

info@fspo.ie

Using this complaints procedure or referral to the Financial Services and Pensions Ombudsman does not affect **your** legal rights.

# TRANSFER OF OWNERSHIP FORM.

If you have paid the full premium for this policy and you sell your vehicle directly to a private owner without the use of any motor trader, third party or intermediary, any remaining cover can be transferred to the new private owner by completing this form. This form must be signed by you and the new private owner.	I (name)want to transfer the balance of my MINI Roadside Assistance to the new owner.	
You (the existing policyholder named on the confirmation of cover) must sign and send this form to us. We cannot accept this form from the new owner.	Signature of previous owner:  Date:	
NEW OWNERS' DETAILS	Signature of new owner:	
Policy number:	Date:	
Vehicle registration number:  Vehicle VIN/chassis number:	Please tick this box to confirm the <b>insured vehicle</b> was sold privatel from the current owner to the new <b>private owner</b> and no motor trader, third party or intermediary has been involved.	
Title: Initials:		
Surname: Full address (including Eircode):	Email the completed form to: miniwarrantysales@allianz-assistance.ie	
Mobile number:		
Home number:		
E-mail address:		
Mileage at transfer date:		



# CHANGE OF CONTACT DETAILS FORM.

Please enter new address and details below. Policy number: Vehicle registration number: Vehicle VIN/chassis number: Your signature: Initials: Title: Date: Surname: Full address (including Eircode): Please email the completed form to: miniwarrantysales@allianz-assistance.ie Mobile number: Home number: E-mail address:



MINI Roadside Assistance is underwritten by AWP P&C S.A. - Dutch Branch, trading as Allianz Global Assistance Europe.

AWP P&C S.A. - Dutch Branch, trading as Allianz Global Assistance Europe, located at Poeldijkstraat 4, 1059 VM Amsterdam, the Nethearlands, with corporate identification No 33094603, is registered at the Dutch Authority for the Financial Markets (AFM) No 12000535 and is authorised by L'Autorité de Contrôle Prudentiel et de Résolution (ACPR) in France, and is regulated by the Central Bank of Ireland for conduct of business rules.

This policy is available in large print, audio and Braille.

Please phone 1800 840 400 and we will be pleased to organise an alternative version for you.