

TRAVEL CANCELLATION INSURANCE

Customer information under ICA

Insurer: AWP P&C S.A., Saint-Ouen (Paris), Wallisellen Branch (Switzerland)

Richtiplatz 1, 8304 Wallisellen

Product: **SECURE TRAVEL CANCELLATION**

The following customer information provides a concise overview of the insurer's identity and the material content of the insurance contract (Article 3 of the Swiss Insurance Contract Act – ICA). Full information on the content and scope of the insurance cover as well as on the rights and obligations arising therefrom, are set out in your insurance documents (insurance policy or confirmation of insurance and General terms and conditions, GTC).



WHAT IS INSURED?

Trip cancellation

Which events are insured?

- ✓ You have to cancel your trip before you depart due to (e.g.):
 - Illness (including being diagnosed with an epidemic or pandemic disease)
 - Injury
 - Death
 - Personal quarantine

What will be reimbursed?

- ✓ Contractually owed travel costs, deposits, cancellations fees if travel has to be cancelled
- ✓ Additional costs in the event of rebooking of the trip, provided this is more favourable than cancellation

Services during your trip (no assumption of costs)

- ✓ You will receive telephone assistance during your trip for:
 - Finding hospitals abroad
 - Advisory service for problems during the trip

All covers are indemnity insurances.



WHAT ARE THE MAIN EXCLUSIONS?

The following list contains only the most important insurance cover exclusions. Further exclusions are contained in the exclusionary clauses of the GTC as well as the ICA:

All insurance components

- ✗ Any loss, condition, or event that was known, foreseeable, intended, or expected when your insurance contract was purchased
- ✗ Pre-Existing medical conditions
- ✗ Your intentional self-harm or if you attempt or commit suicide
- ✗ The use or abuse of alcohol or drugs, or any related physical symptoms
- ✗ Acts committed with the intent to cause loss
- ✗ Participating in or training for any professional or semi-professional sporting competition
- ✗ Participating in extreme, high-risk sports and activities
- ✗ Nuclear reaction, radiation, or radioactive contamination
- ✗ War (declared or undeclared) or acts of war
- ✗ An act of gross negligence by you or a traveling companion or
- ✗ Your intent to receive health care or medical treatment of any kind while on your trip



WHAT DUTIES DO YOU HAVE?

The following list contains only the main duties. Other duties are set out in the GTC and the ICA:

- You are obliged to do everything to mitigate the loss and help resolve the claim.
- You are obliged to observe your contractual or legal reporting, notification and conduct-related duties in full.
- If the loss occurred due to illness or an accident, you must ensure that the attending doctors are released from their duty of confidentiality vis-à-vis us.



INSURER, POLICYHOLDER AND INSURED PERSONS

Who is the insurer?

The insurer is AWP P&C S.A., Saint-Ouen (Paris), Wallisellen Branch (Switzerland) based at Richtiplatz 1, 8304 Wallisellen (referred to as «we, us, our» in this document).

Who is the policyholder?

The policyholder is the person designated as such in the insurance policy.

Which persons are insured?

All persons listed as insureds in the insurance policy (referred to as «you or your» in this document).



GEOGRAPHICAL SCOPE OF THE INSURANCE COVER

Unless otherwise specified in the descriptions for the individual insurance or service coverages, the insurance applies worldwide or in Europe depending on the nature of the insurance or according to the information on your insurance policy.



WHEN YOUR COVERAGE BEGINS AND ENDS

The beginning and end of the insurance are defined in the application and detailed in the insurance policy.



HOW MUCH IS THE PREMIUM?

The amount of the premium depends on the risks insured and selected cover. The amount of the premium is defined in the insurance policy or confirmation of insurance.



RIGHT OF REVOCATION AND DATA PROCESSING

Right of revocation

The policyholder may revoke the contract within a period of 14 days from the application to conclude the contract or the declaration of acceptance thereof by notifying us in text form (e.g. letter, e-mail). The right of revocation is excluded for provisional cover commitments and contracts with a duration of less than one month.

How do we tread data?

We care about your personal data. This summary notice and our full privacy notice explain how we protect your privacy. To read our full privacy notice click [here](#) / go to www.allianz-travel.ch/data-protection.

We will collect your personal data from a variety of sources including: data that you provide to us and/or that we receive from certain third parties such as intermediaries and distribution partners. We will need your personal data if you wish to purchase our products and services and we will process your personal data for a number of purposes including entering into, administering and performing contracts with you, protecting our legitimate interests or those of third parties and complying with any legal obligations. We may share your personal data with service providers who carry out business operations on our behalf, other Allianz Group companies, other insurers, co-insurers, reinsurers, insurance intermediaries, public authorities and to comply with any legal obligations. Your personal data may be processed outside of Switzerland, e.g. in the European Economic Area (EEA) or in non-European countries. If we transfer your personal data outside the EEA to other Allianz Group companies, we will do so on the basis of Allianz's approved Binding Corporate Rules (BCRs). Where Allianz's BCRs do not apply, we will take steps to ensure that an adequate level of protection is provided for personal data transfers outside the EEA. If you have any questions about how we use your personal data, or if you wish to exercise a data subject's right, i.e. to access or restrict the processing of your personal data, to withdraw your consent where you have previously given it, to request the correction or deletion of your data, or to make a complaint, you can contact us at any time at privacy.ch@allianz.com.