

Investec Bank (Mauritius) Limited
Platinum Debit Card Holders
Annual Multi-Trip Travel Insurance
Aspire Insurance Advisers Limited

IMPORTANT INFORMATION

This document includes a policy summary which details key facts about this policy.

Demands and Needs

For regulatory reasons, Investec Bank (Mauritius) Limited does not offer advice or recommendations about specific policies, and therefore we respectfully request that you make your own evaluations of the product we offer using the information provided here. Annual Multi-Trip Travel Insurance meets the demands and needs of those who wish to ensure that any authorised cardholders are covered by comprehensive Annual Multi-Trip Travel Insurance. Please ensure all individuals covered by this policy have sight of the policy document. You may need to review and update this cover periodically to ensure it remains adequate.



Policy Summary

This is a summary of the policy and does not contain the full terms and conditions of the cover. Full details of the terms, conditions and exclusions of the insurance contract are contained in the policy wording. It is important that you read all the insurance information carefully. Where a heading is underlined in this policy summary, the full details can be found in your policy wording.

Who Underwrites this Insurance?

This policy is administered by Aspire Insurance Advisers Limited and underwritten by certain Underwriters at Lloyd's of London.

What does the Insurance Cover?

Annual Multi-Trip Travel Insurance covering multiple trips of up to 90 days in duration.

Important Information

- It is essential that you refer to the Important Conditions relating to Health section in the policy wording as there are exclusions and limitations and failure to comply with these conditions may jeopardise your claim or cover.
- There are a number of activities, practises and winter sports that are excluded, please refer to the policy wording for details.

Am I Eligible?

- There is no cover available for anyone aged 76 or over.
- To be eligible for this policy your Platinum Debit Card account must be open.

What are the Significant Features and Benefits?

Section 6 - Emergency and Medical Services

- Medical expertise to arrange medical assistance or transport home following an accident or illness or if you are informed of a serious illness of a close relative at home whilst on holiday.

Section 7 – Emergency Medical and Other Expenses cover is provided as follows:

• **Medical Expenses up to USD 500,000**

If you incur Medical Expenses whilst on a Journey as the direct result of sustaining Bodily Injury or an Illness.

• **Emergency Evacuation and Repatriation Services up to USD 1,000,000**

If you suffer an Illness, Accident or Bodily Injury whilst on a Journey, and are in a Serious Medical Condition we will arrange for transportation to the nearest hospital where appropriate medical care is available or arrange for your return to your Principal Country of Residence.

If required, we will also arrange for the provision of appropriate communication and linguistic capabilities, mobile medical equipment and a medical escort.

• **Transportation of Mortal Remains**

We will arrange for transporting mortal remains from the place of death to any location as may be reasonably selected by your legal personal representative.

• **Transportation to join a Cardholder**

We will arrange an economy class return ticket for a person chosen by you to join you if you have been or will be hospitalised outside the Principal Country of Residence as a result of Accident or Illness for a period in excess of 7 consecutive days,

• **Return of Dependent Children**

If Dependent Children are left unattended as a result of an Accident or Illness to you whilst on a Journey we will arrange the transportation for such Dependent Children by Common Carrier to their normal place of residence. Qualified attendants will be provided when deemed appropriate by International SOS

Section 8 – Personal Accident

- We will pay up to USD 150,000 for death or loss of limb or sight and permanent total disablement, subject to age – please refer to policy wording for full details of the cover available.

Section 9 – Hospital Benefit

- We will pay up to USD 100 for every completed 24 hours in-patient hospital stay up to a maximum of USD 3,000.

Section 10 – Personal Liability

- If whilst on a Journey you are involved in an incident which results in you becoming legally liable to pay damages or costs in respect of accidental death or Bodily Injury and/or accidental loss of or damage to material property belonging to any third party then we will indemnify you against all sums which you shall become legally liable to pay to a third party claimant up to USD 1,000,000.
- Please note that you must give immediate notice to us of any occurrence for which there may be liability and shall provide us with such particulars and information as we may require. You are required to forward us immediately on receipt any letter, writ, summons and process and shall advise us in writing immediately when you have knowledge of any impending prosecution, inquest or inquiry in connection with the said occurrence;

Section 11 – Baggage and Money

- If, whilst on a Journey, you sustain a loss, theft or damage to Baggage, we will pay you, in respect of such loss or damage, up to USD 3,000
- If, whilst on a Journey, you sustain a loss, theft or damage to Money, we will pay you, in respect of such loss or damage, up to 1,500
- We will pay up to USD250 in respect of any one article.
- We will pay up to USD 300 in respect of Jewellery and Valuables in total.

Section 12 – Cancellation and Abandonment

- Cancellation – we will pay up to USD 5,000 for unavoidable or necessary cancellation or curtailment of the trip before completion due to:
 - the Cardholder sustaining Bodily Injury or suffering Illness;
 - the death, Bodily Injury or Illness of the Cardholder's Relative;
 - compulsory quarantine, jury service, subpoena or hijacking involving the Cardholder; or
 - cancellation or curtailment of scheduled public transport services consequent upon strike, riot or civil commotion, mechanical breakdown or adverse weather conditions,
- Abandonment – we will pay up to USD 3,000 to cardholders who decide to abandon their journey before they leave their principle country of residence:
 - after a delay of more than 24 hours, or if the airline confirms in writing that the flight is cancelled or delayed by more than 24 hours from its original departure time.
 - Abandonment cover includes the cost of the flights and any associated accommodation expenses. No cover exists for costs which Cardholders are able to reclaim from their airline or other source.
 - You will be required to provide evidence of cancelled or delayed flights. If a flight is cancelled, most airlines will offer either a full refund or an alternative flight.

Section 13 – Inconvenience Benefits

• **Travel Delay**

In the event of:

- industrial action;
- adverse weather conditions
- mechanical breakdown or derangement of the Cardholder's aircraft or sea vessel; or
- the grounding of the aircraft on which the Cardholder is due to travel as a result of mechanical or structural defect;

which results in the delayed departure of your flight or sailing for at least 4 hours on the outward or return Journey from the time shown in the carrier's travel itinerary as supplied you we will pay USD 60 per hour for a maximum of 12 hours.

• **Baggage Delay**

In the event of your Baggage being temporarily lost or misplaced on an outward part of a Journey by the airline, shipping line or their handling agents, we will pay you USD 100 per hour's delay, to a maximum of 12 hours after the first four hours of delay. Written confirmation of such delay must be obtained from the airline, shipping line or their handling agents stating the actual period of the delay

• **Document Replacement**

In the event you should forget, lose or misplace (either permanently or temporarily) any essential documents that you require whilst on a Journey, we will arrange the payment of all reasonable costs necessarily incurred for replacing essential documents (including such items as personal computer discs and presentation slides) up to the USD 4,000.

• **Hi Jack**

Should your means of transport be subject to a Hi-jack during a Journey, we will pay USD 150 for each day of detention for a maximum of 21 days.

• **Legal Expenses**

We will provide cover for legal expenses incurred up to USD 8,500 arising from the pursuit of a claim against a third party who has caused Bodily Injury to or Illness or Death of you by an incident occurring during a Journey.

- **Missed connection**

We will pay you up to USD 3,000 for the reasonable extra costs of travel and accommodation incurred in order for you to continue with a pre-booked journey in accordance with your itinerary should you miss a flight connection due to the airline with which you are booked to travel being unable to deliver you in sufficient time to the connecting airport to meet their connecting flight due to poor weather conditions (but not including weather conditions defined as natural catastrophe), a strike, industrial action or mechanical breakdown.

- **Missed Departure**

We will pay you up to USD 3,000 for reasonable additional accommodation (room only) and travel expenses necessarily incurred in reaching your destination or returning to your Principal Country of Residence if you fail to arrive at the departure point in time to board the Public Transport on which you are booked to travel on your initial journey of the Trip as a result of:

- a) the failure of other Public Transport or
- b) an accident to or breakdown of the vehicle in you are travelling or
- c) an accident or breakdown occurring ahead of you on a motorway or dual carriageway which causes an unexpected delay to the vehicle in which you are travelling or
- d) strike, industrial action or adverse weather conditions.

Section 14 – Winter Sports

- **Ski pack**

If you are unable to ski through Illness or Bodily Injury, we will pay you up to USD 500 for the cost of your Ski Pack.

- **Ski area closure**

If you are unable to Ski due to adverse weather conditions at their pre-booked ski area, we will pay you up to USD 500 for the extra transport and ski lift pass costs if you have to travel to another ski area.

If you are unable to travel to another ski area or it is not possible to Ski, we will pay you up to USD 500.

- **Winter sports equipment**

We will pay you up to USD 2,500 if winter sports equipment owned by you is lost, stolen or damaged whilst you are on a Journey. For sports equipment which is hired we will pay up to USD 750. An allowance will be made for wear and tear or depreciation depending on the age of the winter sports equipment at the time of loss or theft. This cover for winter sports equipment is in addition to the cover provided under Section 11 – Loss of Baggage.

- **Avalanche Cover**

We will pay you up to 50 per day, up to a maximum of USD 500, for the necessary and reasonable travel and accommodation expenses that you pay or agree to pay overseas if you are prevented from arriving at or leaving your booked ski resort for more than 12 hours from the scheduled arrival or departure time because of an avalanche. You must get written confirmation from the appropriate authority stating the reason for the delay and how long the delay lasted.

What are the Significant Exclusions or Limitations?

- An excess applies to certain sections of this insurance. Please refer to the specific exclusions sections of the policy wording for details of the excess which will apply to each section.
- There is no cover for trips over 90 days in duration (please see 'Period of Insurance' in the Definitions section of the Policy Wordings).
- There is no cover available for anyone aged 76 or over, please refer to section 4 (Eligibility) of the Policy Wording for details.)
- **Dual Insurance** – If the Benefits and Services of this Certificate are covered in whole or in part by any other insurance policy and/or other source, you will only be entitled to claim those costs which you cannot recover from such other policy (s)/ sources

Are there any Other Exclusion or Limitations?

General Exclusions applying to all sections of the policy

The general exclusions shown in this summary are not exhaustive please refer to the wording for full details of the general exclusions.

- There are a number of activities, practices and sports that are excluded – please refer to General Exclusions section of the policy wording.
- Wilful, self-inflicted injury, solvent, drug or alcohol abuse.
- Unlawful actions and any subsequent legal proceedings brought against you.
- Travel to a country or specific area or event which the World Health Organisation has advised the public not to travel to.

Section specific exclusions

Exclusions under Section 7 – Emergency Medical and Other Expenses

- Treatment or surgery which in the opinion of the International SOS Physician can wait until your return to Principle Country of Residence.
- Expenses incurred in obtaining or replacing medication, which prior to departure is known to be required.
- Expenses incurred as a result of a tropical disease where the required inoculations have not been undertaken.
- Any expenses incurred after you have returned to your Principle Country of Residence.

Exclusions under Section 8 – Personal Accident

- Costs, which would have still been payable if the event giving rise to the intervention of International SOS had not occurred;
- More than one claim under this Section 8 in connection with the same Accident;
- Expenses resulting from medical or surgical treatment except where Bodily Injury renders such treatment as necessary; and
- Bodily Injury sustained other than during a Journey;

Exclusions under Section 9 – Hospital Daily Benefit

- Services rendered without the authorisation and/or intervention of International SOS;
- Cases of minor Illness or Bodily Injury, which in the opinion of the International SOS Physician can be adequately treated locally, and which do not prevent you from continuing your travels or work;
- If you are suffering from sickness or disease not directly resulting from a valid claim for Bodily Injury or Illness;

- Payment in respect of the first 48 hours of hospitalisation unless the period of hospitalisation exceeds 48 hours;
- Elective cosmetic surgery;
- Expenses incurred after 12 months from the time of the Accident or first manifestation of Illness;
- Expenses incurred within your Principal Country of Residence;
- Expenses incurred for treatment not verified by a medical report; and
- Dental or optical expenses, unless incurred as a result of an emergency;

Exclusions under Section 10 – Personal Liability

- Bodily Injury to your employees;
- Liability arising out of:
 - your use of vehicles, aircraft or watercraft (other than manually propelled rowing boats, punts or canoes);
 - property belonging to or held in trust by you or in your custody or control;
 - any wilful or malicious act committed by you;
 - your ownership or use of firearms;
 - your carrying on of any trade, profession or business;
- Liability to members of your family; and
- Liability assumed by you by agreement;

Exclusions under Section 11 – Baggage and Money

- More than USD 250 in respect of any one article;
- More than USD 300 in respect of Jewellery and Valuables in total;
- Claims in respect of accessories for vehicles or boats.
- Loss or damage due to:-
 - moths, vermin, wear and tear, atmospheric or climatic condition or gradual deterioration;
 - mechanical or electrical failure;
 - any process of cleaning, repairing, restoring or alteration;
- More than a reasonable proportion of the total value of the set where the lost or damaged article is part of a pair or set;
- Loss not reported to either the police, airline, shipping line or their handling agent within 24 hours of discovery and a written report obtained;
- Loss due to confiscation or detention by customs or any other authority;
- Losses from unattended vehicles unless secured in a locked boot;
- Baggage or money left in a vehicle during the hours of darkness, even if protected by an alarm;
- Breakage of sports equipment in use or loss of or damage to bicycles or hired equipment;
- Loss of or damage to contact, corneal or micro-corneal lenses;
- The first USD 50 of each and every claim;
- Loss of personal goods borrowed, hired or rented by you and
- (In respect of Money) Devaluation of currency or shortages due to errors or omissions during monetary transaction;

Exclusions under Section 12 – Cancellation and Abandonment

- Costs, which would have still been payable if the event giving rise to the intervention of International SOS, had not occurred;
- Cases of minor Illness or Bodily Injury, which in the opinion of the International SOS Physician can be adequately treated locally, and which do not prevent the Cardholder from continuing their travels or work;
- Expenses incurred where the Cardholder in the opinion of the International SOS Physician is physically able to return to his/her Principal Country of Residence travelling as a normal passenger and without medical escort; and
- Death or illness of any pet or animal.

Exclusions under Section 13 – Inconvenience Benefits

- Payment in respect of the first 4 hours of delay;
- Delay resulting from your failure to provide the necessary correct documentation;
- Delay resulting from your failure to allow reasonable time to reach the point of departure given the circumstances known at the time;
- Delay arising as a result of any official Government suspension or cancellation of a service;
- Active participation in war (whether declared or not), invasion, act of foreign enemy, hostilities, civil war, rebellion, riot, revolution or insurrections;
- In respect of Baggage delay or loss of documents, loss, temporary loss/misplacement not reported to either the police, airline, shipping line or their handling agent within 24 hours of discovery and a written report obtained;
- In respect of Hi-jack, claims arising from you being individually selected as a victim as a result of you or your family or business activities causing a reasonable expectation of increased risk;
- In respect of Legal expenses, any costs or expenses incurred in pursuing claims against a travel agent, tour operator, insurer, insurance agent or carrier, but this exclusion only applies to the travel agent, tour operator, insurer, insurance agent or carrier contracted as part of the original Journey and not any third party's carrier booked directly by you during the journey;
- In respect of Legal expenses, any claim where in the opinion of the Underwriters there is insufficient prospect of success in obtaining a reasonable benefit;
- In respect of Legal expenses, claims against any employer or whilst carrying on any business, trade or profession;
- In respect of Legal expenses benefits rendered without the authorisation and/or intervention of International SOS; and
- In respect of Legal expenses, claims for professional negligence.
- In respect of Missed Connection; any claims arising due to a natural catastrophe or volcanic ash carried by the wind.
- In respect of Missed Connection; any claims where you have not allowed enough time to reach the initial departure point or check in, at or before the recommended time.
- In respect of Missed Connection; any claims where you have not obtained written confirmation from the appropriate transport company or authority stating the reason for the delay and how long the delay lasted.
- In respect of Missed Connection; any claims relating to your own vehicle suffering a mechanical breakdown if you are unable to provide evidence that the vehicle was properly serviced and maintained and that any recovery or repair was made by a recognised breakdown organisation.
- In respect of Missed Departure; the first USD 100 of each and every claim per incident for each Insured Person but limited to USD 300 in all if Family Cover applies.
- In respect of Missed Departure; claims arising directly or indirectly from:
 - strike or industrial action existing or declared publicly at the date of booking your trip

- an accident to or breakdown of the vehicle in which you are travelling for which a professional repairers report is not provided.
- Breakdown of any vehicle in which you are travelling if the vehicle is owned by you and has not been serviced properly and maintained in accordance with manufacturer's instructions.
- Withdrawal from service (temporary or otherwise) of an aircraft or sea vessel on the recommendation of the civil aviation authority or a Port authority or any similar body in any country.
- In respect of Missed Departure; additional expenses where the scheduled Public Transport operator has offered reasonable alternative travel arrangements

Exclusions under Section 14 – Winter Sports

- You are not covered for accidental injury, illness or death caused directly or indirectly by participation in the following winter sports: ski-racing, ski-jumping, snowboarding without a leash, off-piste skiing unless accompanied by a qualified guide or instructor, heliskiing, ice hockey, bobsleighting, the use of skeletons, toboggans or luges, freestyle skiing, or competitive skiing.
- You are not covered for winter sports equipment you have left unattended in a public place unless the claim relates to skis, poles or snowboards and you have taken all reasonable care to protect them by leaving them in a ski rack between 8am and 6pm.
- You are not covered if you do not report the loss to the police, airline, shipping line or their handling agent within 24 hours of discovering the loss and you do not have a written report to substantiate your claim.

What is the Duration of this Policy and when does it terminate?

This is an annually renewable multi-trip policy provided free of charge.

How can I make a Claim or access the Services?

- To access the medical and travel assistance services or medical emergency assistance please call International SOS on +44 (0) 208 762 8146 (International) – lines open 24/7/365
- To make a non emergency claim please call +353 1261 2002 during UK office hours 09.00 to 17.00hrs or by emailing travel@osg.ie

How can I make a complaint?

- Any complaint you may have should in the first instance be addressed to the claim office or helpline as applicable. If you are not satisfied with the way in which your complaint has been dealt with, you should write to The Complaints Officer, OSG Travel Claims Services, P.O. Box 1086, Belfast, BT1 9ES, United Kingdom,
- If the problem remains unresolved, the situation can be referred to the Complaints Department at Lloyd's, who may, in certain circumstances be able to review the matter.
- In the event that the Complaints Department is unable to resolve the complaint, you can approach the Financial Ombudsman Service. Referral to the Financial Ombudsman will not affect your right to take legal action.
- Full details of addresses and contact numbers can be found within the Policy Wording.

Is there any other Important Information I should know about?

- Investec Bank (Mauritius) Limited Travel Insurance is administered by Aspire Insurance Advisers Limited, Registered No. 5167933. Its registered office is Building 4, Chiswick Park, 566 Chiswick High Road, London, W4 5YE, United Kingdom. The insurers of this Policy are certain Underwriters at Lloyd's of London.
- Aspire Insurance Advisers Limited and Lloyd's of London are authorised and regulated by the Financial Conduct Authority. You can check this on the Financial Conduct Authority register by visiting the



Financial Conduct Authority website www.fca.org.uk/register.

Choice of Law

- This insurance is governed and shall be construed in accordance with the laws of Mauritius, and the courts of Mauritius shall have jurisdiction in any dispute arising hereunder unless otherwise agreed by underwriters in writing.

Use of Language

- Unless otherwise agreed, the contractual terms and conditions and other information relating to this contract will be in English.

Investec Bank (Mauritius) Limited

Contact the Investec Client Support Centre on +230 207 4004 or visit www.investec.com for more information.