

Travel Insurance

Insurance Product Information Document

Company: AIG Europe Limited

Product: Laya Healthcare Travel Insurance – Single Trip & Annual Multi Trip

AIG Europe Limited is authorised by the Prudential Regulation Authority of the United Kingdom, and is regulated by the Central Bank of Ireland for conduct of business rules.

This document provides a summary of cover only. Full details of your cover can be found in your policy terms and conditions and policy schedule. It is important you read these documents carefully.

What is this type of insurance?

This insurance provides a package of travel insurance benefits to cover either a single trip in the geographical area you have chosen or, in respect of an annual multi trip policy, for multiple trips within the geographical area and cover dates selected.



What is insured?

Medical and personal accident

- ✓ Emergency medical expenses and repatriation
Sum insured: up to €5,000,000 outside the Republic of Ireland.
- ✓ Personal accident: loss of limb / loss of sight
Sum insured: €25,000.
- ✓ Permanent Total Disablement
Sum Insured: €25,000.
- ✓ Death as the result of an accident
Sum insured: aged 18-64: €25,000 under 16 or over 65: €7,000.
- ✓ Loss of travel and accommodation expenses if you have to cancel or cut short your trip for specified reasons, including your death or serious injury, or that of a close relative.
Sum insured: up to €5,000.

Possessions

- ✓ Personal belongings / baggage
Sum insured: up to €2,000 per person / €250 per item or set of items (€150 for items left in a locked motor vehicle) / valuables and electronic/other equipment €250
- ✓ Cash and travellers cheques
Sum insured: up to €500 (€200 for cash or €50 for persons under 16)

Delay

- ✓ Missed departure
Sum insured: €800
- ✓ Missed connection
Sum insured: up to €500

Additional Covers

- ✓ Personal Liability
Sum insured: up to: €2,000,000
- ✓ Legal Expenses
Sum insured: up to: €25,000

Optional Extras

Cover for Optional Extras will only apply if you have selected the relevant Optional Extra cover, paid the appropriate premium and the selected Optional Extra cover is shown on your policy schedule. The following Optional Extras are available for selection:

- Winter Sports Cover
- Golf Cover
- Wedding Cover
- Natural Catastrophe Cover



What is not insured?

- ✗ Persons whose main home is not in the Republic of Ireland
- ✗ Claims relating to pre-existing medical conditions if you do not hold private medical insurance.
- ✗ Claims relating to pre-existing medical conditions that are not covered by your private medical insurance policy if you hold such cover.
- ✗ Claims relating to pregnancy or childbirth if more than 26 weeks pregnant
- ✗ Claims for personal belongings/baggage if:
 - you don't report the loss/theft to the police within 24 hours and obtain a written police report
 - your belongings are left unattended in a public place
 - valuables or other valuable items are not carried in hand luggage on a plane or public transport
- ✗ Loss, theft or damage to specified items including mobile phones, contact lenses, glasses, bicycles or motor vehicles
- ✗ Loss of cash or travellers cheques if:
 - not carried with you or left in a locked safety deposit facility
 - you don't report the loss/theft to the police within 24 hours and obtain a written police report
- ✗ Costs that your airline is required to pay by law if your flight is delayed
- ✗ Annual Multi Trip cover if aged 76 or over
- ✗ The amount recoverable under your Private Medical Insurance policy, if you hold such cover and have chosen to receive a premium discount in consideration of this



Are there any restrictions on cover?

- ! Single trip policies have a maximum trip limit of 30 days
- ! Annual multi trip policies have a maximum trip limit of 45 days
- ! Under some sections of cover there is an amount deducted (the excess), which applies per person, per section of cover and per claim
- ! You must contact AIG Travel immediately if you need medical assistance whilst abroad. Please see the contact details provided in your policy
- ! For claims for personal belongings/baggage, you must provide receipts or other proof of ownership wherever possible. We may make a deduction for wear and tear and loss of value
- ! For claims for cash/travellers cheques, you must provide evidence of ownership and value (e.g. receipts, bank statements or cash withdrawal slips)
- ! For all other claims you must provide evidence of any additional expenses you incurred and of any delays you suffered



Where am I covered?

- ✓ You are covered in the Geographical Area selected by you which include:
 - Europe: The continent of Europe west of the Ural Mountains, including its neighbouring islands and non-European countries bordering the Mediterranean (excluding Algeria, Lebanon, Libya, Israel and Jordan)
 - Australia and New Zealand
 - Worldwide excluding USA, Canada and the Caribbean
 - Worldwide including USA, Canada and the Caribbean
- ✓ Please note that you are not covered in respect of any trip in, to or through Cuba, Iran, Syria, North Korea or the Crimea region
- ✓ No cover is provided where you have travelled to a specific country or area to which, before you started your trip, the Department of Foreign Affairs has allocated a security status of 'Avoid non-essential travel' or 'Do not travel'



What are my obligations?

- When applying for your policy, you must take reasonable care to answer the questions you are asked honestly and carefully
- You are required to contact us if you or anyone else insured by the policy has a change in health after you have taken out this insurance
- You must take all reasonable steps to avoid or reduce any loss (for example, you should use your EHIC card if you have one and you receive hospital treatment in a participating country)
- If you make a claim, you must notify us as soon as possible, provide documents and other evidence that we need to deal with your claim
- You must pay back any amount you are not entitled to (for example, if we pay your claim for lost luggage but the airline then finds and returns your luggage to you)



When and how do I pay?

You must pay your premium in full before policy cover begins. Payment can be made by debit/credit card



When does the cover start and end?

Your policy start and end dates will be confirmed in your policy schedule



How do I cancel the contract?

You can cancel your policy by phoning 1800 200 277 or by sending an email to layahealthcare.travelinsurance@osg.ie.

You have 14 days from the date you purchase this cover to contact us by phoning 1800 200 277 or by sending an email to layahealthcare.travelinsurance@osg.ie if you want to cancel your travel insurance policy. This is known as a cooling-off period.

We will refund the premium you have paid within 5 working days of the date you contact us provided you have not travelled, made a claim or an event which could give rise to a claim has not occurred before you asked to cancel the insurance within the 14-day period.