



# Insurance Terms & Conditions.

COVER APPLICABLE TO 31 DECEMBER 2024 AND FROM 1 JANUARY 2025.

## Important Changes to The Corporate Platinum Card Insurance Provider.

- We're updating our Travel Insurance Terms and Conditions of your Cardmembership.
- This document covers your Terms and Conditions with AXA until 31 December 2024 and Europ Assistance from 1 January 2025.
- Below are the important changes to your insurance services and Terms and Conditions.
- Please read in full and retain a copy for your records.

## Summary of changes.

### WHAT IS HAPPENING?

- From 1 January 2025, we are changing our travel insurance partner from AXA to Europ Assistance.
- As part of your Card benefits and to continue to support you every day and while travelling, we are announcing our new partnership with Europ Assistance. Starting 1 January 2025, Europ Assistance will support you in providing travel insurance and assistance 24/7, in more than 200 countries and territories, through a network of 750,000 accredited partners and 57 assistance centres.
- This cover continues to be provided as part of your Card benefits, at no additional cost.

### WHAT'S IN IT FOR YOU?

- Europ Assistance new Terms and Conditions will mostly be the same as AXA's except for the changes and clarifications set out in the Important Information summary below. This means that you will benefit from the same Travel Insurance cover and Assistance Guarantees.
- Insurance cover and Assistance Guarantees will be managed by AXA until 31 December 2024 inclusive, then by Europ Assistance from 1 January 2025.
- The changeover is automatic, so you will not need to take any action to remain covered by your insurance.

#### Now

You will continue to receive Travel Insurance cover and Assistance Guarantees provided by AXA.

The existing Terms and Conditions are attached within the first section of this document. [Click here for AXA terms.](#)

You will be able to access AXA's online services for claims and assistance via your [americanexpress.co.uk/insuranceportal](https://americanexpress.co.uk/insuranceportal) for trips made prior to 31 December 2024 inclusive.

#### From 1 January 2025

Europ Assistance will replace AXA as your Insurance Service Provider and new Terms and Conditions will automatically come into effect.

The new Terms and Conditions can be found in the second part of this document. [Click here for Europ Assistance terms.](#)

For trips starting from 1 January 2025, you will be able to access Europ Assistance online services for claims submissions via their insurance portal.

This will be available at [americanexpress.co.uk/insuranceportal](https://americanexpress.co.uk/insuranceportal) from 1 January 2025.

From there you will need to set up and create your new online account and submit your travel incident claims.

## IMPORTANT INFORMATION:

### Changes:

<b>Customer Service &amp; Complaints</b>	<p>From 1 January 2025 if you are unhappy with the service provided by Europ Assistance, complaints should be made by post to:</p> <p>INTERNATIONAL COMPLAINTS, P.O. BOX 36009, 28020 Madrid, Spain.</p> <p>Or by e-mail to: <a href="mailto:complaints@earefund.com">complaints@earefund.com</a></p> <p>Europ Assistance are members of the Financial Ombudsman Service (FOS) who may be approached for assistance if you are not satisfied with the response you receive. Contact details are provided in the terms and conditions and a leaflet explaining its procedure is available on request.</p>
<b>Your personal data, data protection and privacy</b>	<p>Europ Assistance explain how they use your personal data, This covers:</p> <ul style="list-style-type: none"><li>• what they collect and why.</li><li>• who they share your personal data with and why.</li><li>• how they protect your data and your privacy rights.</li></ul> <p>These become effective from 1 January 2025 when enrolling with the Insurer and making a claim.</p> <p>For the full Europ Assistance Privacy Policy please visit <a href="https://go.amex/europ-assistance-privacy">go.amex/europ-assistance-privacy</a>.</p>
<b>Clarifications:</b>	
<b>Cancelling, postponing, and abandoning your trip</b>	<p>We are clarifying that “non-refundable travel purchased on the Card” is covered within the policy and cutting short a trip due to “circumstances known to you prior to booking your trip” is not.</p>
<b>Travel restricted destinations</b>	<p>Trips to Iran, Syria, North Korea, Crimea Region and the Zaporizhzhia, Kherson, Donetsk and Luhansk People’s regions, and Belarus and Russian Federation are not covered within the terms.</p> <p>United States persons travelling to Cuba and/or Venezuela must provide evidence that travel was in compliance with United States laws.</p>

## Would you like more information?

- Please visit [go.amex/insurance-faqs](https://go.amex/insurance-faqs) for frequently asked questions that will provide you more guidance about this change.

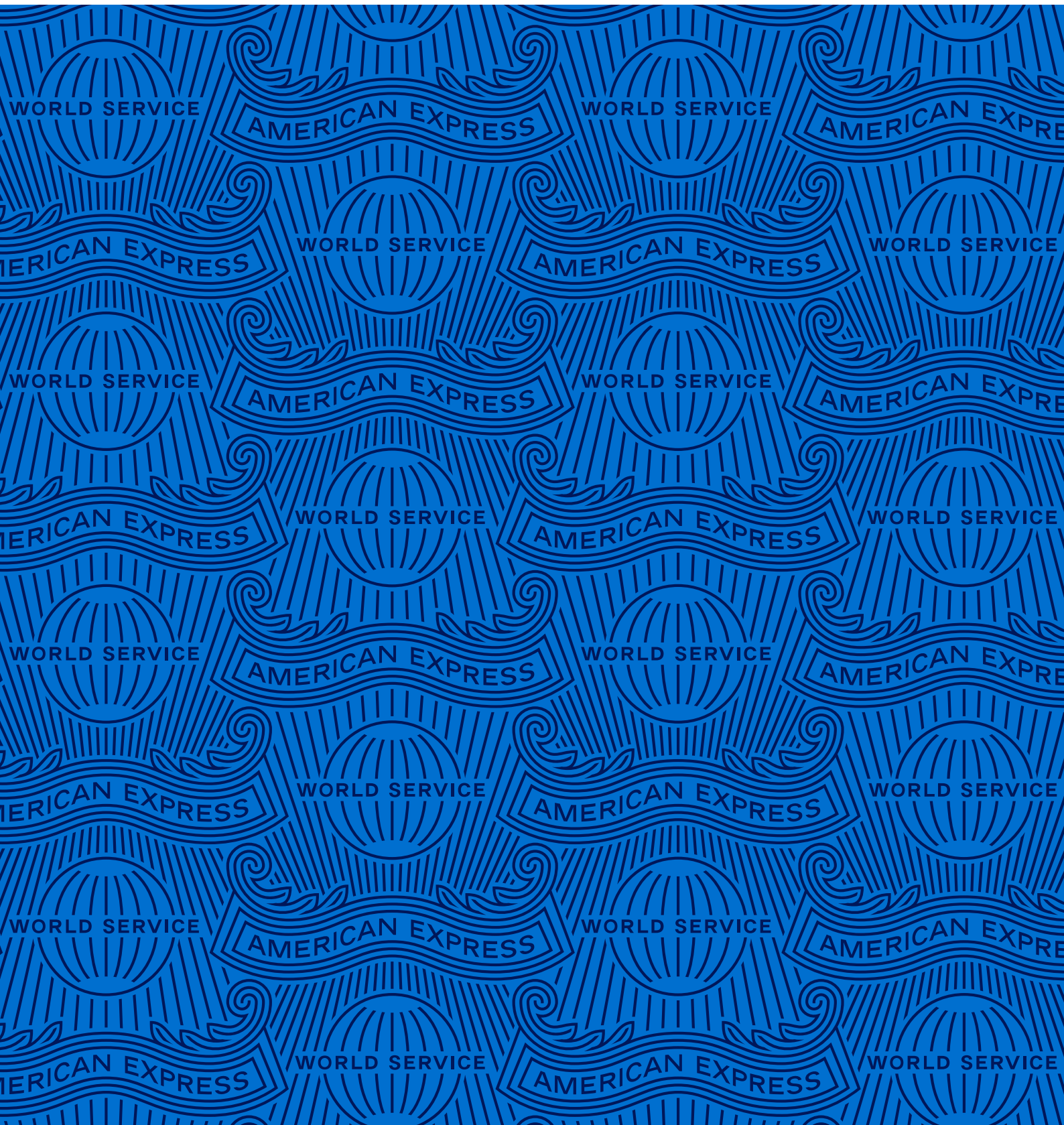
## What action do I need to take?

- You don’t need to do anything and these Card benefit changes will happen automatically.
- If you have any questions, please contact us via Live Chat by visiting [americanexpress.com/uk/contact-us](https://americanexpress.com/uk/contact-us) or calling the number on the back of your Card.
- If you have any support needs that you feel we should be aware of (for example a disability or a life event), please get in contact with us so we can confidentially note any relevant, appropriate information to better service your Account(s). If you need this communication in an alternative format such as large print or braille, please contact us and we can provide one.



# American Express Insurance Terms & Conditions.

CURRENT TERMS VALID UP TO AND INCLUDING 31 DECEMBER 2024.



**American Express®  
Corporate Platinum Card  
Insurance Documentation**



# American Express Travel Insurance

CHUBB®

## Insurance Product Information Document

### Companies: Chubb European Group SE / Inter Partner Assistance SA



Chubb European Group SE is incorporated in France and operates through a branch in the UK. Authorised and regulated by the French Prudential Supervision and Resolution Authority. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request (FS Register number 820988).

Inter Partner Assistance S.A is authorised and regulated by the National Bank of Belgium, with a registered head office at Boulevard du Régent 7, 1000 Brussels, Belgium. Authorised by the Prudential Regulation Authority (firm reference number 202664). Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Inter Partner Assistance S.A. UK branch office address is 106-118 Station Road, Redhill, RH1 1PR. Inter Partner Assistance S.A. is part of the AXA Group.

### Product: The Corporate Platinum Card Travel Insurance policy

The information provided in this document is a summary of the key features and exclusions of the policy and does not form part of the contract between us. Full details about the product is provided in your policy documents.

#### What is this type of insurance?

This insurance provides assistance in the event of certain travel emergencies, which impact your safety and security. Benefits have been annotated by insurer as follows: Chubb ("CEG"); Inter Partner Assistance ("IPA").



## What is insured?

### MEDICAL ASSISTANCE AND EXPENSES (IPA)

- ✓ £2,000,000 for necessary medical, surgical and hospital costs during a trip.
- ✓ £1,000 emergency dental treatment.
- ✓ All necessary repatriation and evacuation costs.
- ✓ Necessary costs to repatriate remains or £2,500 for local funeral.

### CANCELLING, POSTPONING AND ABANDONING YOUR TRIP (IPA)

- ✓ Up to £7,500 for unused travel, accommodation, excursions and leisure activities that have been paid for, or pre-booked and these are not refundable or a fee is charged to change them.
- ✓ Up to £7,500 for costs to return home (and to resume original trip) and unused travel and accommodation costs.

### PERSONAL BELONGINGS, MONEY AND TRAVEL DOCUMENTS (IPA)

- ✓ If your personal belongings, money and travel documents are lost, stolen or damaged:
  - a. £3,500 in total per trip;
  - b. £500 for the current value or cost to repair any item, or any pair or set of items which are complimentary or used together;
  - c. £500 for money and travel documents limited to £50 for children under the age of 16.
- ✓ Any necessary and reasonable additional travel and accommodation costs, and consulate fees necessary to replace travel documents for you to continue your trip, or return home.
- ✓ In an emergency, an advance up to £2,000 if your cash, traveller's cheques or credit cards are lost or stolen and there are no other means for you to obtain funds.



## What is not insured?

### MEDICAL ASSISTANCE AND EXPENSES

- ✗ Some Pre-existing Medical Conditions – See 'Restrictions on Cover' section below.
- ✗ Medical assistance and expenses benefits if aged 70 years or over at any time during the trip.
- ✗ Medical treatment in country of residence.
- ✗ All costs for medical treatment must be approved in advance by the insurer (unless immediately necessary to prevent serious detriment to your health or save your life).
- ✗ Some Holiday Sports/Activities – See 'Restrictions on Cover' section below.

### CANCELLING, POSTPONING AND ABANDONING YOUR TRIP

- ✗ Some Pre-existing Medical Conditions – See 'Restrictions on Cover' section below.
- ✗ Cancellation due to business reasons.
- ✗ Abandonment after first leg of a trip.
- ✗ Circumstances known before booking a trip.
- ✗ Disinclination to travel.
- ✗ No refund for unused tickets where an Insurer has paid for alternative travel arrangements to the same destination.
- ✗ Cutting short a trip due to lack of enjoyment or adverse weather conditions.

### PERSONAL BELONGINGS, MONEY AND TRAVEL DOCUMENTS

- ✗ Deductions are made for wear and tear.
- ✗ Money or travel documents which are not kept on insured's person or in a safe.
- ✗ Loss, theft or damage that has not been reported to local police, transport or accommodation provider.

<p><b>CAR RENTAL BENEFITS – THEFT, DAMAGE AND LIABILITY (CEG)</b></p> <ul style="list-style-type: none"> <li>✓ £50,000 for theft or damage to vehicle (including any applicable excess).</li> </ul>	<p><b>CAR RENTAL BENEFITS – THEFT, DAMAGE AND LIABILITY</b></p> <ul style="list-style-type: none"> <li>✗ Commercial vehicles, motor homes, caravans and trailers.</li> <li>✗ Cover applies only when rental agency allows refusal of their insurance.</li> <li>✗ An insured person must be named on the rental agreement.</li> </ul>
<p><b>TRAVEL INCONVENIENCE (CEG)</b></p> <ul style="list-style-type: none"> <li>✓ £300 for missed departure due to accident or breakdown, travel delay, overbooking, or missed connection.</li> <li>✓ £300 for baggage delayed by airline. An additional £750 for extended baggage delay by airline.</li> </ul>	<p><b>TRAVEL INCONVENIENCE</b></p> <ul style="list-style-type: none"> <li>✗ Claims where travel tickets were not purchased on the Card account.</li> <li>✗ Purchases which are not made on the card account.</li> <li>✗ Costs where a transport provider has offered an alternative.</li> <li>✗ Baggage delay on the final leg of a trip.</li> <li>✗ Purchases made after baggage has been returned.</li> <li>✗ Costs which are recoverable from any other source.</li> <li>✗ Delays of less than 4 hours.</li> </ul>
<p><b>PERSONAL ACCIDENT WHILST ON A TRIP (CEG)</b></p> <ul style="list-style-type: none"> <li>✓ £225,000 for death or permanent disablement on a trip caused by an accident (increases to £450,000 when travelling on a public vehicle).</li> </ul>	<p><b>PERSONAL ACCIDENT WHILST ON A TRIP</b></p> <ul style="list-style-type: none"> <li>✗ Terrorist activities except on a public vehicle.</li> <li>✗ Participating in or training for professional sports.</li> <li>✗ Work-related accidents.</li> <li>✗ The benefit amount for death is reduced to £10,000 for children under the age of 16.</li> </ul>





### Are there any restrictions on cover?

- ! All Cardmembers and their Families must be under 70 throughout the trip to receive Medical Assistance and Expenses benefits.
- ! A £50 excess applies per person per claim for certain benefits
- ! You will not be paid for claims directly or indirectly as a result of:
  - ! Pre-existing Medical Conditions other than those on the Accepted Conditions list which is available by visiting [americanexpress.co.uk/insuranceportal](http://americanexpress.co.uk/insuranceportal);
  - ! Travelling against the advice of a registered Medical Practitioner;
  - ! Participating in sports and activities which would not be considered usual holiday sports or participating in activities not included on the Sports and Winter Sports Activities list which is available by visiting [americanexpress.co.uk/insuranceportal](http://americanexpress.co.uk/insuranceportal).
  - ! Trips in, or booked to, locations where a government agency has advised against travelling or which are officially under embargo by the United Nations other than as specifically covered in section: CANCELLING, POSTPONING AND ABANDONING YOUR TRIP.



### What are my obligations?

- All claims and potential claims must be reported within 30 days of the incident or event giving rise to the claim.
- If you need to submit a non-emergency insurance claim, please visit [americanexpress.co.uk/insuranceportal](http://americanexpress.co.uk/insuranceportal). Alternatively please call the number on the back of your American Express Card.
- You must provide all the items, information and documentation and anything else reasonably requested by us in order to make a claim. These must be provided at your own expense.



### When and how do I pay?

There is no additional charge, fee or premium payable for the insurance benefits provided with your card.



### **When does the cover start and end?**

You are entitled to the insurance benefits under the policy from the moment the card is activated and for as long as the eligibility criteria continues to be met or until we withdraw or cancel the insurance benefits by notice to you.

Worldwide Travel Insurance provides cover for the main Cardmember and their partner or spouse living at the same address and dependent children under the age of 25, whether travelling together or travelling alone on business and leisure trips of up to 30 consecutive days.



### **How do I cancel the contract?**

The company is the only policyholder, as such, only the company can cancel the policy.

## CUSTOMER SERVICE AND COMPLAINTS

American Express and the Insurers are dedicated to providing a high quality service and aim to maintain this at all times. However, should you have a complaint, please contact American Express so your complaint can be dealt with as soon as possible. Please write to:

American Express Services Europe Limited  
Global Customer Research and Solutions  
Department 333  
1 John Street  
Brighton  
BN88 1NH

Or telephone: Platinum Card Services on **0800 032 7646**  
(International **+44 1273 721 010**).

American Express and the Insurers are members of the Financial Ombudsman Service (FOS) who may be approached for assistance if You are not satisfied with the response you receive. Contact details are given below.

A leaflet explaining its procedure is available on request:

Financial Ombudsman Service  
Exchange Tower  
London E14 9SR  
Website: [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)  
Telephone: 0800 023 4 567  
or +44 20 7964 0500 (from abroad)

The Ombudsman will only consider your case if you have first given American Express and the Insurers the opportunity to resolve it.

## COMPENSATION SCHEME

In the unlikely event that American Express Services Europe Limited, Chubb European Group SE or Inter Partner Assistance are unable to meet their obligations, You may be entitled to compensation under the Financial Services Compensation Scheme (FSCS). Further information about compensation scheme arrangements is available from the FSCS. Their contact details are Financial Services Compensation Scheme, PO Box 300, Mitcheldean, GL17 1DY. Telephone 0800 6781 100

# TERMS OF BUSINESS

The information in this section explains the basis of the insurance services provided to you by American Express.

The insurance policies are arranged and held by American Express Services Europe Limited, registered in England and Wales with Company number 1833139, registered office Belgrave House, 76 Buckingham Palace Road, London SW1W 9AX ("American Express") for the benefit of Cardmembers.

## 1. Financial Conduct Authority (FCA)

The FCA is the independent non-governmental body that regulates financial services.

## 2. Whose products do American Express offer?

American Express only offer medical assistance and expenses, cancelling, postponing and abandoning your trip, cutting short your trip, personal belongings, money and travel documents insurance underwritten by Inter Partner Assistance.

American Express only offer Car Rental Benefits, Travel Inconvenience, Personal Accident insurance underwritten by Chubb European Group SE.

## 3. Which service will American Express provide you with?

You will not receive advice or a recommendation from American Express for any insurance associated with Your Card. The insurance benefits are automatically included with Your Card.

## 4. What will you have to pay American Express for their services?

There is no additional charge, fee or premium payable for the insurance benefits provided with your Card.

American Express does not act as an agent or fiduciary for you, and may act on behalf of the insurance provider (as its agent or otherwise), as permitted by law. American Express may receive commissions from providers, and commissions may vary by

provider and product. In some cases, an American Express group Company may be the insurer or reinsurer and may earn insurance or reinsurance income. The arrangements with certain providers, including the potential to reinsure products, may also influence the insurance which is provided to Cardmembers.

## 5. Who regulates American Express?

American Express Services Europe Limited has its registered office at Belgrave House, 76 Buckingham Palace Road, London SW1W 9AX, United Kingdom. It is registered in England and Wales with Company Number 1833139 and authorised and regulated by the Financial Conduct Authority (reference number 661836). Details can be found by visiting the FCA website [fca.org.uk/register](http://fca.org.uk/register)

## 6. Ownership

American Express Services Europe Limited is ultimately owned by the American Express Company.

## 7. What to do if You have a complaint

If You wish to register a complaint, please write to:

American Express Services Europe Limited  
Global Customer Research and Solutions  
Department 333  
1 John Street  
Brighton  
BN88 1NH

Or telephone: Platinum Card Services on **0800 032 7646** (International **+44 1273 721 010**).

Further details on the complaints process are contained in the Policy Terms and Conditions. If you cannot settle your complaint, You may be entitled to refer it to the Financial Ombudsman Service.

## 8. Are American Express covered by the Financial Services Compensation Scheme (FSCS)?

American Express is covered by the FSCS. You may be entitled to compensation from the scheme if it cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim, with no upper limit. Further information about compensation scheme arrangements is available from the FSCS.

## DEMANDS AND NEEDS

This insurance meets the demands and needs of organisations who require comprehensive travel insurance cover for their employees alongside their corporate Card Account. American Express has not provided opinions or recommendations on the suitability of the insurance for You.

## POLICY TERMS AND CONDITIONS

These Policy Terms and Conditions give full details of the insurance cover provided with the American Express® Corporate Platinum Card under the group policies of insurance held by American Express Services Europe Limited with Chubb European Group SE and Inter Partner Assistance.

With regard to sections of the policy provided by Chubb European Group SE (please refer to the definition of 'Our/Us/We/Insurer'), Chubb European Group SE shall not be deemed to provide cover and it shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose Chubb European Group SE to any sanction, prohibition or restriction implemented pursuant to resolutions of the United Nations, or the trade and economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

## ELIGIBILITY

The benefits described in these Policy Terms and Conditions are dependent upon a Card being issued, the Card Account being valid and the Account balance having been paid in accordance with the Cardmember agreement at the time of any incident giving rise to a claim.

The insurance benefits outlined in these Policy Terms and Conditions may be varied, withdrawn or cancelled in certain circumstances in accordance with the Policy Terms and Conditions. In the event of any material change, American Express will give You or Your Company at least 60 days' written notice.

## DEFINITIONS

Whenever the following words or phrases appear in **bold**, they will have the meaning as described below:

“**£**” shall mean United Kingdom pounds sterling.

“**Account**” or “**Card Account**” means Your American Express **Corporate Platinum Card Account**.

“**American Express**” means American Express Services Europe Limited.

“**Card**” means any Card issued to a **Cardmember** for the purpose of accessing the Card Account. “**Cardmember**” means any individual who holds a Card and a valid Card Account.

“**Children**” means any of **Your** Children (including step-Children, fostered or adopted Children) under the age of 25 on the first day of a **Trip**, who are legally dependant on **You** and who are not in full time employment. (The term “**Child**” shall have a corresponding meaning.)

“**Close Relative**” means a person's partner or spouse living at the same address, their mother, mother-in-law, father, father-in-law, daughter, daughter-in-law, son, son-in-law, sister, sister-in-law, brother, brother-in-law, grandparent, grandchild, step-mother, step-father, step-sister, step-brother, aunt, uncle, niece or nephew.

“**Company**” means the Company, business, firm, corporation, proprietorship or other sponsoring organisation which holds a corporate **Card Account** with **American Express**, pursuant to which the **Card** is issued to the **Cardmember**.

“**Country of Residence**” means **Your** current Country of Residence (as evidenced by production of a passport, residence visa or other official document).

“**Family**” means **Your** partner or spouse, living at the same address as **You**, and **Your Children**. “**Insured**” means the **Cardmember** and their **Family**.

### “Loss of hearing”

means permanent profound deafness, which means the quietest sound **You** can hear is louder than 90 decibels when tested by a qualified audiologist.

### “Loss of sight”

Shall be deemed to have occurred:

- a. Loss of Sight in Both Eyes - Permanent blindness which, based on medical evidence, **You** will never recover from and which results in **Your** name being added (on the authority of a qualified ophthalmic specialist) to the Register of Blind Persons maintained by the government; or
- b. Loss of Sight in One Eye - Permanent blindness which, based on medical evidence, **You** will never recover from, in an eye to the degree that, after correction using spectacles, lenses or surgery, objects that should be clear from 60 feet away can only be seen from 3 feet away or less.

### “Our/Us/We/Insurer” means:

– In respect of Section 1.1 Medical Assistance and Expenses, Section 1.2 Cancelling, Postponing and Abandoning **Your Trip**, Section 1.3 Cutting Short **Your Trip** and Section 1.4 Personal Belongings, Money and Travel Documents, Inter Partner Assistance S.A. UK Branch, which is part of the AXA Group.

### AND

– In respect of Section 1.5 Car Rental Benefits, Section 1.6 Travel Inconvenience and Section 1.7 Personal Accident, Chubb European Group SE (CEG) is a Societas Europaea, a public company registered in accordance with the corporate law of the European Union. Members' liability is limited. CEG is headquartered in France and governed by the provisions of the French insurance code. Registered company number: 450 327 374 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Fully paid share capital of €896,176,662.

CEG's UK branch is registered in England & Wales. UK Establishment address: 100 Leadenhall Street, London EC3A 3BP. Authorised and regulated by the French Prudential Supervision and Resolution Authority (4 Place de Budapest, CS 92459, 75436 Paris Cedex 09, France). Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation

by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request (FS Register number 820988).

### “Permanent Disability”

means any form of functional disability which has lasted for at least 12 months and from which, based on medical evidence, **You** will never recover.

### “Permanent Total Disablement” means:-

If **You** were in paid work at the date of the accident:

A **Permanent Disability** which stops **You** from carrying out occupational duties for which **You** are fitted by way of training, education or experience; or

If **You** were not in paid work at the date of the accident:

A form of **Permanent Disability** calculated on a medical assessment by **Us** or an independent medical expert appointed by **Us**, which results in **Your** inability to perform, without assistance from another person, at least two of the following activities of daily living:

- eating;
- getting in and out of bed;
- dressing and undressing;
- toileting; or
- walking 200 metres on level ground

“**Policy**” means the insurance cover provided under the Policy Terms and Conditions. “**Policy Terms and Conditions**” means these terms and conditions.

“**Public Vehicle**” means any air or land vehicle, river or sea-going vessel operated under licence for the transport of fare paying passengers. **Public Vehicles** do not include vehicles hired or chartered privately.

“**Senior Medical Officer**” means **Our** medical practitioner, who shall be appointed by **Us** to assess any aspect of any applicable issue where medical expertise is required pursuant to these **Policy Terms and Conditions**.

“**Trip**” means a journey outside **Your Country of Residence** which must commence and end in Your Country of Residence, or a journey within Your Country of Residence which must include a flight, or at least one night of pre-booked accommodation away from home.

“**You/Your**” means the **Insured**.

# 1. WORLDWIDE TRAVEL INSURANCE

## WHO IS COVERED

The Platinum Corporate **Cardmember** and their **Family** are covered.

Age Limit for Medical Assistance and Expenses: All Corporate **Cardmembers** and their **Families** must be under 70 throughout the **Trip** to receive Medical Assistance and Expenses benefits.

This Section details the **Card** Travel Insurance benefits. The following conditions apply to all claims under this Section:

- 1) **Benefit Limits:** All limits under this Section are per **Insured** and apply while on a **Trip**.
- 2) **Excess:** No excess will be applied to any of the travel insurance benefits under this Section.
- 3) **Trip Length:** **You** are covered whilst on a Trip for up to 30 consecutive days from **Your** outward journey.
- 4) **Pre-existing Medical Conditions** other than those on the Accepted Conditions list which is available by visiting [www.americanexpress.co.uk/insuranceportal](http://www.americanexpress.co.uk/insuranceportal) (See Section 1.8 General Exclusions to **Card** Travel Insurance).
- 5) **You** must be registered with a UK general practitioner or equivalent medical practitioner in **Your Country of Residence**.
- 6) **Usual Holiday Sports and Activities Information:** All benefits apply when participating in usual holiday sports and those included on the Sports and Winter Sports Activities list which is available by visiting [www.americanexpress.co.uk/insuranceportal](http://www.americanexpress.co.uk/insuranceportal)
- 7) Insurance Benefits under this **Policy** are secondary: **We** will only pay amounts under this **Policy** if they are not covered by other insurance, state benefits or other agreements. **You** must inform **Us** of these and assist any relevant third parties in seeking reimbursement where appropriate.

## 1.1 Medical Assistance and Expenses

**IMPORTANT:** Only **Cardmembers** and members of their **Family**, who are under the age of 70 throughout the **Trip**, are eligible to receive the Medical Assistance and Expenses benefits under this Section 1.1.

All costs must be approved in advance by **Us**.

If **You** have an accident or **You** are ill during **Your Trip**, contact us as soon as **You** can on **Platinum Card Services 0800 032 7646 (International +44 1273 721 010)** (select option for insurance/medical emergency). By contacting **Us**, **We** will, where possible, arrange everything necessary for **You** including seeing a doctor or other medical professional, admission to hospital and **Your** medical treatment. **We** will also pay for necessary expenses which have been approved by **Our Senior Medical Officer**. When **You** have recovered sufficiently, and if necessary, **We** will arrange for **Your travel** home.

## YOUR BENEFITS

The maximum amount that **We** will pay under this section is **£2,000,000**. **You** will be covered for the following:

- 1) **Medical treatment:** Necessary medical, surgical and hospital costs as a result of **You** becoming ill or being injured during **Your Trip**. In order for **Us** to evaluate the facts of the medical situation, **You** must release **Your** treating physician and **Your** registered medical practitioners from their doctor/patient confidentiality and give them consent to supply **Us** with copies of **Your** medical files and records and to discuss with **Our Senior Medical Officer** details of **Your** treatment.
- 2) **Transport to hospital:** Necessary costs for transporting or transferring **You** to the nearest adequately equipped hospital if free transport is not available.
- 3) **Your travel home after treatment:** **We** will arrange and pay for necessary costs including a medical escort for **Your** journey home.

- 4) Return home of **Your** travelling companions: The cost of an economy flight or standard rail ticket if their original means of transportation home cannot be used.
- 5) Dental treatment: Up to £1,000 for emergency dental costs.
- 6) Friend or relative to extend their stay during **Your** treatment: Up to £150 a night (maximum 10 nights) towards their meals and accommodation costs until **Our Senior Medical Officer** advises that **You** no longer require further treatment on **Your Trip**.
- 7) Friend or relative to visit **You** in hospital: If **You** are travelling alone, the cost of an economy flight or standard rail ticket and up to £150 a night (maximum 10 nights) towards meals and accommodation costs for a friend or relative visiting **You** in hospital, or during **Your** recovery. The benefit will cease when **You** return to **Your Country of Residence**.
- 8) Hospital benefit: £50 per night while **You** are in hospital for items to make **Your** stay more comfortable, up to a maximum of £500.
- 9) Extend **Your** stay following medical treatment: Up to £150 a night in total (maximum 10 nights) towards meals and accommodation costs for **You** and one other person if **Our Senior Medical Officer** advises **You** to extend **Your** stay after **Your** treatment.
- 10) Convalescence benefit: Up to £250 a night (maximum 10 nights) towards registered nursing care and meals and accommodation costs if **Our Senior Medical Officer** advises it is necessary following **Your** return home.
- 11) Return home of **Your Children**: Reasonable travel expenses and up to £150 a night (maximum 3 nights) towards meals and accommodation costs for a friend or relative to collect and bring home **Your Children** if **You** are unable to care for them.
- 12) Recovery of **Your** vehicle: The cost of an economy flight or standard rail ticket and up to £150 a night (maximum 3 nights) towards meals and accommodation costs for a replacement driver to collect and bring home **Your** vehicle if it is not possible for **You** or **Your** travelling companions to drive.
- 13) Replacement colleague: The cost of an economy flight or standard rail ticket for a colleague to replace **You** following **Your** return home after **Your** treatment or if **You** are unable to continue working on **Your Trip**.
- 14) Reimbursement of any pre-paid excursion or specialised hired sports equipment: Up to £500 if **You** have an accident, suffer an unforeseen illness or are undergoing medical treatment during **Your Trip** and a registered **Medical Practitioner** advises **You** not to continue **Your** excursion or sports activity.
- 15) Funeral and burial expenses: If **You** die whilst on a **Trip**, **We** will pay for either transportation of **Your** remains home or up to £2,500 for local cremation or burial.

## EXCLUSIONS

**General Exclusions to Worldwide Travel Insurance listed in Section 1.8 apply to all travel insurance benefits. The following exclusions apply only to this Medical Assistance and Expenses Section 1.1.**

**You** will not be covered in respect of the following:

- 1) Costs not approved by **Our Senior Medical Officer**.
- 2) Treatment that **Our Senior Medical Officer** considers can be reasonably delayed until **You** return to **Your Country of Residence**.
- 3) Medical, dental treatment, funeral and burial expenses within **Your Country of Residence**.



- 4) Treatment that can be provided free or at a reduced cost by a state benefit provider or equivalent, unless otherwise agreed by **Us**.
  - 5) Costs after the date **Our Senior Medical Officer** tells **You** that **You** should return home.
  - 6) Costs where **You** have refused to follow the advice of **Our Senior Medical Officer**.
  - 7) Treatment or costs incurred for cosmetic reasons unless **Our Senior Medical Officer** agrees that such treatment is necessary as a result of a medical emergency.
  - 8) Treatment that was planned or could reasonably have been foreseen, before **Your Trip**.
  - 9) Coffins or urns in excess of minimum international airline standards.
- c) **Your** redundancy which qualifies for redundancy payments under current legislation;
  - d) **You** being called for jury service or being subpoenaed as a witness other than in a professional or advisory capacity;
  - e) Severe damage to **Your** home or **Your** business premises if the damage caused is likely to be more than £25,000;
  - f) Theft at **Your** home or **Your** business premises that requires **Your** presence by the police;
  - g) Trip Abandonment: a delay of more than 12 hours on the outward leg of **Your Trip** as a result of industrial action, adverse weather, mechanical breakdown of public transport, or a transportation accident which means **You** no longer want to go on **Your Trip**. The period of delay is reduced to 6 hours for **Trips** of less than 5 days.
  - h) The UK Government (FCDO - Foreign, Commonwealth & Development Office) have issued, or upgraded a travel warning to "advise against all but essential travel" to the area **You** were intending to travel, and this was unforeseen at the time of booking.

## 1.2 Cancelling, Postponing and Abandoning Your Trip

### YOUR BENEFITS

**You** will be covered for the following:

- 1) Up to £7,500 for **Your** unused travel, accommodation, excursions and leisure activities that have been paid for or pre-booked, which are non-refundable or any fee **You** are charged to change them if **You** cancel, postpone, change or abandon **Your Trip**, due to the following unforeseen circumstances:
  - a) **You**, or a person travelling with **You**, or a person **You** are visiting for the main purpose of **Your Trip**, having an accident, being taken ill or dying before **Your Trip**;
  - b) **Your Close Relative**, or a **Close Relative** of a person travelling with **You**, or a **Close Relative** of a person **You** are visiting for the main purpose of **Your Trip**, having an accident, being taken ill or dying before or during **Your Trip**;

### EXCLUSIONS

**General Exclusions to Worldwide Travel Insurance listed in Section 1.8 apply to all travel insurance benefits. The following exclusions apply only to this Cancelling, Postponing and Abandoning Your Trip Section 1.2.**

**You** will not be covered in respect of the following:

- 1) Cancellation claims arising directly or indirectly from circumstances known to **You** prior to booking **Your Trip**.
- 2) Cancellation claims arising directly or indirectly from circumstances known to **You** when **You** apply for **Your Card**.

- 3) Additional costs incurred if **You** fail to notify the providers of **Your** travel, accommodation, excursions and leisure activities immediately that it is necessary for **You** to cancel **Your Trip**.
  - 4) Claims where **You** are unable to supply a medical certificate from the appropriate medical practitioner, confirming the medical condition which made it necessary to cancel **Your Trip**. The appropriate medical practitioner cannot be any **Insured**, any travelling companion, **Your Close Relative**, the **Close Relative** of any Insured or of a travelling companion.
  - 5) Costs which are recoverable from any other source.
- b) the costs for **You** unused travel, accommodation, excursions and leisure activities that have been paid for or pre-booked and are non-refundable.
  - 2) If **You** cut short **Your Trip** as a result of damage or theft at **Your** home or **Your** business premises, **You** will be paid up to £250 for parts, labour and call out charges to render **Your** home or business premises safe and secure and avoid any further damage prior to **Your** return home (provided costs are not covered by **Your** home or business insurance, or any other relevant insurance cover).

### 1.3 Cutting Short Your Trip

#### YOUR BENEFITS

**You** will be covered for the following:

- 1) If **You** cut short **Your Trip** due to the following unforeseen circumstances:
  - a) **You**, or a person travelling with **You**, or a person **You** are visiting for the main purpose of **Your Trip**, having an accident, being taken ill or dying;
  - b) **Your Close Relative**, or a **Close Relative** of a person travelling with **You**, or a **Close Relative** of a person **You** are visiting for the main purpose of **Your Trip**, having an accident, being taken ill or dying;
  - c) Severe damage to **Your** home or **Your** business premises if the damage caused is likely to be more than £25,000; or
  - d) Theft at **Your** home or **Your** business premises that requires **Your** presence by the police.

**You** will be paid up to £7,500 in total for:

- a) reasonable, necessary travel costs for **You** to return home, and to resume **Your** original, booked **Trip** within the original planned dates of travel; and

#### EXCLUSIONS

**General Exclusions to Worldwide Travel Insurance listed in Section 1.8 apply to all travel insurance benefits. The following exclusions apply only to this Cutting Short Your Trip Section 1.3.**

**You** will not be covered in respect of the following:

- 1) Claims arising directly or indirectly from circumstances known to **You** prior to booking **Your Trip**.
- 2) Claims arising directly or indirectly from circumstances known to **You** when **You** apply for **Your Card** and any **Cards** on **Your Account**.
- 3) Additional costs incurred if **You** fail to notify the providers of **Your** travel, accommodation, excursions and leisure activities immediately that it is necessary for **You** to cut short **Your Trip**.
- 4) Claims for refunds for unused travel to a destination where **We** have already paid for **Your** alternative travel arrangements to the same destination.
- 5) Claims where **You** are unable to supply a medical certificate from the appropriate medical practitioner, confirming the medical condition which made it necessary to cut short **Your**

**Trip.** The appropriate medical practitioner cannot be any **Insured**, any travelling companion, **Your Close Relative**, the **Close Relative** of any **Insured** or of a travelling companion.

- 6) Subsequent claims arising from the same fault or event where the original fault has not been properly repaired where **You** cut short **Your Trip** as a result of damage or theft at **Your** home or **Your** business premises.
- 7) Costs which are recoverable from any other source.

## 1.4 Personal Belongings, Money and Travel Documents

### YOUR BENEFITS

This benefit applies to:

- **Your** personal belongings which **You** take, purchase or hire while on **Your Trip**.
- **Your** money and **Your** travel documents provided that they are kept on **You** at all times, locked in a safe, or in a locked storage area of a vehicle.

**You** will be covered for the following:

- 1) If **Your** personal belongings, money and travel documents are lost, stolen or damaged, **You** will be paid up to:
  - a) **£3,500** in total per **Trip**;
  - b) **£500** for the current value or cost to repair any item, or any pair or set of items which are used together;
  - c) **£500** for money and travel documents, limited to **£50** for money and travel documents carried by **Children** under the age of 16.
- 2) **You** will be paid any necessary and reasonable additional travel and accommodation costs, and consulate fees necessary to

replace travel documents for **You** to continue **Your Trip**, or return home.

- 3) In an emergency **We** will provide an advance up to **£3,500** if **Your** cash, traveller's cheques or credit Cards are lost or stolen and there are no other means for **You** to obtain funds. Advances are made only with prior authorisation from **American Express** and the amount supplied is debited to the **Cardmember's Account**.
- 4) **We** will provide advice and assistance where possible and any shipment costs in replacing emergency items that are lost, stolen or damaged including glasses, contact lenses, prescriptions, and travel documents necessary for **You** to continue **Your Trip** or return home.
- 5) **We** will make deductions for wear and tear.

### EXCLUSIONS

**General Exclusions to Worldwide Travel Insurance listed in Section 1.8 apply to all travel insurance benefits. The following exclusions apply only to this Personal Belongings, Money and Travel Documents Section 1.4.**

**You** will not be covered in respect of the following:

- 1) Any loss or damage caused by normal wear and tear.
- 2) Lost, stolen or damaged personal belongings where **You** have failed to take sufficient care of them or have left them unsecured or outside **Your** reach.
- 3) Loss or theft not reported to the police or provider of **Your** transport or accommodation within 48 hours and a report obtained.
- 4) Damage to personal belongings whilst in the care of a transport provider which has not been reported within 48 hours and a report obtained.

- 5) Loss, theft of, or damage to, vehicles, their accessories, or items in a vehicle where there is no evidence of break in.
- 6) Any documents other than travel documents.
- 7) Damage to fragile or brittle items.
- 8) Household goods.
- 9) Theft from a roof or boot luggage rack, other than theft of camping equipment.
- 10) In respect of money, any shortages due to errors and currency fluctuations.
- 11) Claims which are not supported by the original receipt, proof of ownership or insurance valuation (obtained prior to the loss) of the items lost, stolen or damaged.

### 1.5 Car Rental Benefits whilst on a Trip – Theft and Damage

#### YOUR BENEFITS

**To contact the Insurer for advice, please dial +800 5005 0187 (international toll free number) or + 49 89 5007 0187.**

**You** will be covered for the excess and any items **You** are responsible for under **Your** rental agreement which are stolen or damaged (including but not limited to the rental vehicle). **You** will not be paid more than the value of the rental vehicle or £50,000 (whichever is the lower) in respect of any one accident or occurrence.

This cover will apply whether or not **You** are responsible for the accident. These benefits apply to drivers named on a rental agreement on which **You** are also named, subject to a maximum of 5 drivers. **You** may not have more than one rental agreement at any one time.

The Car Rental Benefits under this Section and Section 1.7 (Personal Accident) provide cover similar to that which **You** may be offered as additional or optional insurance by **Your** car rental Company. For example:

- Collision Damage Waiver (often referred to as CDW)
- Loss Damage Waiver (LDW)
- Removal/reduction of excess (Super CDW/LDW)
- Theft Protection (TP)
- Personal Accident (PA) (See Personal Accident benefit, Section 1.7)

Where rental insurance is provided or is purchased from or via the rental Company in respect of any vehicle hire, the rental Company's insurance cover shall apply. The Car Rental Benefits provided with **Your Card** are secondary to any other Policy of insurance including any insurance provided or arranged by the rental agency and shall apply only where rental insurance is not offered by the rental Company or **You** decline such insurance.

#### EXCLUSIONS

**General Exclusions to Worldwide Travel Insurance listed in Section 1.8 apply to all travel insurance benefits. The following exclusions apply only to this Car Rental Benefits – Theft and Damage Section 1.5.**

You will not be covered in respect of the following:

- 1) Other than provided in Section 1.7, any liability for any personal injury to **You** or a third party.
- 2) Liability other than for any excess or other liability to the rental agency under the rental agreement.

- 3) Amounts that are already covered under any insurance which is included in the rental agreement or covered by insurance mandatorily purchased from or via the rental Company as a term of the hire.
- 4) Use of the rental vehicle outside the terms of the rental agreement.
- 5) Mopeds, motorbikes and quad bikes, commercial vehicles, trucks, motor homes, and vehicles not licensed for road use.
- 6) Vehicles used off-road, in or in-training for, racing competitions, trials, rallies or speed testing.
- 7) Any fines and punitive damages.
- 8) Any costs where **You** admit liability, negotiate, make any promise or agree any settlement.
- 9) When **You** are towing a trailer, caravan, boat or another vehicle.

## 1.6 Travel Inconvenience

### YOUR BENEFITS

The travel, refreshment and accommodation costs, and the purchase or hire of essential items covered under this Travel Inconvenience Section 1.6 must be charged to **Your Card** to be eligible for reimbursement. If **You** are not a **Cardmember** and are not travelling with a **Cardmember**, then another payment method may be used. Itemised receipts must be kept as proof of purchase.

- 1) **You** will be reimbursed up to £300 per person for necessary additional travel, refreshment and accommodation costs incurred prior to actual departure on **Your Trip** if:
  - a) Missed departure. **You** miss **Your** pre-booked flight, train or ship due to an accident or mechanical breakdown (excluding running out of fuel) of **Your** vehicle, or an accident, breakdown

or cancellation of transportation on a **Public Vehicle** en route to **Your** departure point, and no alternative is made available within 4 hours of the published departure time;

- b) Delay, cancellation or overbooking. **Your** pre-booked flight, train, or ship is delayed/cancelled/overbooked and no alternative is made available within 4 hours of its published departure time;
  - c) Missed connection. **You** miss **Your** connecting flight, train or ship due to the late arrival of **Your** previous pre-booked flight, train or ship on which **You** travelled and no alternative is made available within 4 hours of the published departure time.
- 2) **You** will be reimbursed for the purchase or hire of essential items, including but not limited to clothing, medication and toiletries, on **Your Trip**, up to:
    - a) Baggage delay. £300 per person if **Your** checked in baggage has not arrived at **Your** destination airport within 4 hours of **Your** arrival;
    - b) Extended baggage delay. An additional £750 per person if **Your** checked in baggage has still not arrived at **Your** destination airport within 48 hours of **Your** arrival.

### EXCLUSIONS

**General Exclusions to Worldwide Travel Insurance listed in Section 1.8 apply to all travel insurance benefits. The following exclusions apply only to this Travel Inconvenience Section 1.6.**

**You** will not be covered in respect of the following:

- 1) Under missed departure and missed connection, claims where insufficient time has been allowed to arrive at the departure point or to arrive to connect with **Your** ongoing journey by flight, train or ship.

- 2) Additional costs where the airline, train or ship operator has offered alternative travel arrangements or accommodation and these have been refused.
- 3) Baggage delay or extended baggage delay on the final leg of **Your** return flight.
- 4) Under baggage delay and extended baggage delay, items that are not immediately necessary for **Your Trip**.
- 5) Items purchased after **Your** baggage has been returned to **You**.
- 6) Failure to obtain a Property Irregularity Report from the relevant airline authorities confirming **Your** missing baggage at **Your** destination.
- 7) Where **You** voluntarily accept compensation from the airline in exchange for not travelling on an overbooked flight.
- 8) Costs which are recoverable from any other source.

### 1.7 Personal Accident whilst on a Trip

#### YOUR BENEFITS

This benefit only applies to accidents during a **Trip** caused by a sudden identifiable violent external event that happens by chance.

**You** will be covered for the following:

- 1) £225,000 if You have an accident on **Your Trip** which within 365 days causes:
  - a) death;
  - b) the complete and permanent loss of Use of any limb;

- c) the entire and irrecoverable **Loss of Sight**, loss of speech, or **Loss of Hearing**
  - d) **Permanent Total Disablement** confirmed by **Our Senior Medical Officer**.
- 2) The maximum amount that will be paid to **You**, or **Your** estate will be £225,000 per **Trip**, unless **You** are on a **Public Vehicle** where the maximum amount is £450,000 per Trip.
  - 3) The benefit amount for the death of a **Child** under the age of 16 is reduced to £10,000.

#### EXCLUSIONS

**General Exclusions to Worldwide Travel Insurance listed in Section 1.8 apply to all travel insurance benefits. The following exclusions apply only to this Personal Accident Whilst On A Trip Section 1.7.**

**You** will not be covered in respect of the following:

- 1) Any claim related directly or indirectly to any physical defect, or infirmity, which existed before the start of **Your Trip**.
- 2) **Your** suffering from sickness or disease not directly resulting from any illness or disease not directly resulting from a sudden identifiable violent external event that happens by chance.
- 3) Any accident whilst on an aircraft other than a scheduled flight operated by a licensed commercial airline Company.

#### 1.8 General Exclusions to Worldwide Travel Insurance

The following exclusions apply to all of this Section 1 – Worldwide Travel Insurance.

**You** will not be paid for claims directly or indirectly as a result of:

- 1) Not following the advice or instructions of **Us** or **Our Senior Medical Officer**.
- 2) Participating in sports and activities which would not be considered usual holiday sports or participating in activities not included on the Sports and Winter Sports Activities list which is available by visiting [www.americanexpress.co.uk/insuranceportal](http://www.americanexpress.co.uk/insuranceportal)
- 3) Participating in or training for any professional sports.
- 4) Work-related accidents covered under **Your** employer's liability insurance or workers' compensation programme.
- 5) Paid work with hands-on involvement in the installation, assembly, maintenance or repair of electrical, mechanical or hydraulic plant (other than in a purely managerial/supervisory, sales or administrative capacity), or the undertaking of any trade as a plumber, electrician, lighting or sound technician, carpenter, painter/decorator or builder, or manual labour of any kind.
- 6) Not taking reasonable care of **Yourself** and **Your** personal belongings.
- 7) **Your** self inflicted injuries except when trying to save human life.
- 8) **Your** injuries caused by **Your** negligence or failure to follow the laws and regulations of the country where **You** are travelling.
- 9) Fear of flying or travelling on other modes of transport.
- 10) **Your** suicide or attempted suicide.
- 11) **Your** injuries or accidents which occur as a result of drug or alcohol abuse, or while under the influence of alcohol (above the local legal driving limit) or drugs unless as prescribed by a registered medical practitioner.
- 12) Pre-existing medical conditions (other than those on the Accepted Conditions list which is available by visiting [www.americanexpress.co.uk/insuranceportal](http://www.americanexpress.co.uk/insuranceportal)) known to **You**, prior to booking **Your Trip**, for which **You**:
  - a) have attended a hospital as an in-patient during the last 12 months;
  - b) are awaiting test results or on a waiting list for an operation, consultation or investigation;
  - c) have commenced or changed medication or treatment within the last three months;
  - d) require a medical, surgical or psychiatric check up every twelve months or more frequently;
  - e) have been given a terminal prognosis;
  - f) know of any reason, which may necessitate any **Trip** to be cancelled or cut short.
- 13) Travelling against the advice of a registered medical practitioner.
- 14) Industrial action which has commenced or has been announced prior to booking **Your Trip**.
- 15) **Trips** in, or booked to, locations where a government agency has advised against travel (except in relation to pandemics or known events – see exclusion 16) or which are officially under embargo by the United Nations other than as specifically covered in section: CANCELLING, POSTPONING AND ABANDONING **YOUR TRIP**.
- 16) Any claim resulting from travel restrictions imposed by Governmental Offices relating to **Trips** booked after the World Health Organisation declaring a pandemic or known event.

- 17) Any fraudulent, dishonest or criminal act committed by **You**, or anyone with whom **You** are in collusion.
  - 18) Confiscation or destruction of **Your** personal belongings by any government, customs or public authority.
  - 19) Terrorist activities except while on a **Public Vehicle**.
  - 20) Declared or undeclared war or hostilities.
  - 21) Actual or alleged exposure to biological, chemical, nuclear or radioactive material or substance.
  - 22) Costs which are recoverable from any other source.
  - 23) Travelling or attempting to travel without appropriate and valid travel documentation, including but not limited to passports and visas.
  - 24) **Your** failure to take, properly or at all, any vaccinations or medication advised for **Your Trip**.
- 2) All Medical Assistance and Expenses costs must be approved in advance by **Us**.
  - 3) **We** will only pay amounts if they are not covered by other insurance, state benefits or other agreements. **You** must inform **Us** of these and assist **Us** in seeking reimbursement where appropriate.
  - 4) Interest will only be considered on claims if payment has been unreasonably delayed following **Our** receipt of all the required information.
  - 5) Please ensure **You** keep copies of all documentation sent to substantiate a claim.
  - 6) **You** will need to transfer to **Us**, on the claims handler's request and at **Your** expense, any damaged item, and assign to **Us** the legal rights to recover from the party responsible up to the amount that **We** have paid.
  - 7) **If You** or any other interested party does not comply with the obligations as shown in these terms and conditions, **Your** claim may be declined. Should the event leading to the claim be caused deliberately, or in the event that **You** commit any fraudulent act, or refuse to follow the advice given by the claims handlers, then the claim may be denied.
  - 8) **We** may require **You** to be examined by a medical practitioner or specialist appointed by **Us** to enable **Us** to assess a claim fully.
  - 9) Please provide all the following items, information and documentation and anything else reasonably requested by **Us** in order to make a claim. These must be provided at **Your** own expense.

## HOW TO CLAIM

### CLAIMS AND ASSISTANCE

If you need to submit a non-emergency insurance claim, please visit [americanexpress.co.uk/insuranceportal](http://americanexpress.co.uk/insuranceportal)

Alternatively please call the number on the back of your American Express Card.

### CLAIMS CONDITIONS AND REQUIREMENTS

- 1) All claims and potential claims must be reported within 30 days of the incident or event giving rise to the claim.



## WORLDWIDE TRAVEL INSURANCE

Benefit	Information required
General	<ul style="list-style-type: none"> <li>• <b>Your Card</b> number</li> <li>• Proof that <b>You</b> were on a <b>Trip</b></li> <li>• All documents must be original</li> <li>• Completed claim form when needed</li> <li>• The name of <b>Your</b> treating registered medical practitioner</li> </ul>
Medical Assistance and Expenses	<ul style="list-style-type: none"> <li>• Invoices and medical report detailing medical treatment and costs <b>You</b> have paid</li> <li>• Any unused tickets</li> </ul>
Cancelling, Postponing and Abandoning <b>Your Trip</b>	<ul style="list-style-type: none"> <li>• Approved medical certificates</li> <li>• Any unused tickets or <b>Trip</b> invoices</li> <li>• Evidence from the appropriate organisation detailing the cause and duration of the delay if <b>You</b> abandon <b>Your Trip</b></li> <li>• Booking and cancellation invoices from providers of services</li> <li>• Independent documentation proving any non-medical reason for cancellation</li> </ul>
Cutting Short <b>Your Trip</b>	<ul style="list-style-type: none"> <li>• Approved medical certificates</li> <li>• Any unused tickets or <b>Trip</b> invoices</li> <li>• Invoices and receipts for costs <b>You</b> have paid</li> <li>• Independent documentation proving any non-medical reason for cutting short <b>Your Trip</b></li> </ul>

Benefit	Information required
Personal Belongings, Money and Travel Documents	<ul style="list-style-type: none"> <li>• Report from police or provider of accommodation or transport</li> <li>• Proof of ownership</li> <li>• Damaged personal belongings</li> </ul>
Car Rental Benefits – Theft and Damage	<ul style="list-style-type: none"> <li>• Rental agreement</li> <li>• Accident report</li> </ul>
Travel Inconvenience	<ul style="list-style-type: none"> <li>• Travel ticket</li> <li>• Public transport operator’s confirmation of delay, cancellation, missed connection or overbooking, and their confirmation that no alternative was made available within 4 hours</li> <li>• Airline confirmation (Property Irregularity Report) including details of baggage return date and time</li> <li>• Itemised receipts and proof of purchases made using <b>Your Card</b>. If You are not a <b>Cardmember</b> and not travelling with a <b>Cardmember</b>, and an alternative payment method has been used, <b>You</b> will still need to provide proof of purchase</li> <li>• Evidence from the appropriate organisation detailing the cause of the delay if <b>You</b> miss <b>Your</b> departure</li> </ul>
Personal Accidents	<ul style="list-style-type: none"> <li>• Evidence from the appropriate organisation detailing the accident</li> <li>• Approved medical reports</li> </ul>

## POLICY CONDITIONS

### DURATION OF COVER

**You** are entitled to the insurance benefits under the group policies from the moment the Card is activated and for as long as the eligibility criteria stated at the beginning of these Policy Terms and Conditions continue to be met or until **We** withdraw or cancel the insurance benefits by notice to **You** or the **Company**.

### VARIATION OF COVER

**We** reserve the right to add to these **Policy Terms and Conditions** and/or make changes or withdraw certain insurance benefits:

1. For legal or regulatory reasons; and/or
2. To reflect new industry guidance and codes of practice; and/or
3. To reflect legitimate cost increases or reductions associated with providing this insurance; and/or
4. For any other legitimate commercial reason, for example in the event of a change of underwriter.

If this happens **We**, or **American Express** with **Our** authority, will write to **You** or the **Company** with details of the changes at least 60 days before they come into effect. **You** or the **Company** may cancel **Your Card** if **You** or the **Company** do not agree to any proposed changes.

### CANCELLATION OF COVER

If **We** decide to cancel a **Policy** under which insurance benefits are provided **We**, or **American Express** with **Our** authority, will write to **You** or the **Company** at the latest address held on file with full details. The **Policy** will then be cancelled no fewer than 60 days after the date of that letter.

### RIGHT TO CANCEL

**Your Company** may cancel this **Policy** by cancelling **Your Card** at any time.

### LAW AND LANGUAGE

This **Policy** shall be governed and construed in accordance with the laws of England and Wales and the courts of England and Wales alone shall have jurisdiction in any dispute. All communication of and in connection with the **Policy Terms and Conditions** shall be in the English language.

### TAXES AND COSTS

Other taxes or costs may exist or apply, which are not imposed by **Us**.

### ASSIGNMENT

**You** cannot transfer the insurance cover provided with **Your Card** to any other person.

### COMPLIANCE WITH POLICY REQUIREMENTS

Where **You** or **Your** personal representatives do not comply with any obligation to act in a certain way specified in this **Policy**, **We** reserve the right not to pay a claim.

### CONTRACTS (RIGHTS OF THIRD PARTIES) ACT

The Contracts (Rights of Third Parties) Act 1999 or any amendment thereto shall not apply to this **Policy**. Only an **Insured** and the **Insurer** can enforce the terms of this **Policy**. No other party may benefit from this contract as of right. The **Policy** may be varied or cancelled without the consent of any third party.

### REASONABLE PRECAUTIONS

**You** shall take all reasonable steps to avoid or minimise any loss or damage.

## CUSTOMER SERVICE AND COMPLAINTS

American Express and the Insurers are dedicated to providing a high quality service and aim to maintain this at all times. However, should **You** have a complaint, please contact American Express so **Your** complaint can be dealt with as soon as possible. Please contact in writing:

American Express Services Europe Limited  
Global Customer Research and Solutions  
Department 333  
1 John Street  
Brighton  
BN88 1NH

Or telephone: Platinum Card Services on **0800 032 7646**  
(International **+44 1273 721 010**).

**American Express** and the Insurers are members of the Financial Ombudsman Service (FOS) who may be approached for assistance if **You** are not satisfied with the response **You** receive. A leaflet explaining its procedure is available on request. Contact details are:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Tel: 0800 023 4567  
or +44 20 7964 0500 (from abroad)  
email: [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk)  
Website: [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

The existence of these complaints procedures does not affect **Your** statutory rights relating to this **Policy**. For more information on **Your** statutory rights, **You** should contact Citizens Advice.

## FINANCIAL SERVICES COMPENSATION SCHEME

American Express Services Europe Limited, Chubb European Group SE and Inter Partner Assistance are covered by the FSCS. You may be entitled to compensation from the scheme if any party cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.

Financial Services Compensation Scheme  
PO Box 300  
Mitcheldean  
GL17 1DY

Telephone: 0800 6781 100 or +44 (0)207 7414 100  
Fax: 020 7892 7301  
Website: [fscs.org.uk](http://fscs.org.uk)

## DATA PROTECTION

Details of you, your insurance cover under this policy and your claims will be held by us, Inter Partner Assistance SA and Chubb, each acting as Data Controller of your personal data, for insurance benefits provided by them respectively under this policy.

Data you provide to AXA Travel Insurance when you make a claim under the policy will be held by AXA Travel Insurance as Data Controller, except for data provided for claims made under the travel inconvenience and collision damage waiver sections of the policy, which will be held by AXA Travel Insurance as Data Processor on behalf of Chubb.

Data will be held for underwriting, policy administration, claims handling, providing travel assistance, complaints handling, sanctions checking and fraud prevention, subject to the provisions of applicable data protection law and in accordance with the assurances contained in our website privacy notices (see below).

We collect and process these details as necessary for performance of our contract of insurance with you or complying with our legal obligations, or otherwise in our legitimate interests in managing our business and providing our products and services.

These activities may include:

- a) use of sensitive information about the health or vulnerability of you or others involved in your claims, which has been provided with your prior consent, in order to provide the services described in this policy.
- b) disclosure of information about you and your insurance cover to companies within the AXA group of companies or Chubb group of companies, to our service providers and agents in order to administer and service your insurance cover, to provide you with travel assistance, for fraud prevention, to collect payments, and otherwise as required or permitted by applicable law;
- c) monitoring and/or recording of your telephone calls in relation to cover for the purposes of record-keeping, training and quality control;
- d) technical studies to analyze claims and premiums, adapt pricing, consolidate financial reporting (incl. regulatory); detailed analyses on individual claims calls to better monitor providers and operations; analyses of customer satisfaction and construction of customer segments to better adapt products to market needs;
- e) obtaining and storing any relevant and appropriate supporting evidence for your claim, for the purpose of providing services under this policy and validating your claim; and
- f) sending you feedback requests or surveys relating to our services, and other customer care communications.

Before collecting and/or using any sensitive personal data we will establish a lawful basis which will allow us to use that information. This exemption will typically be:

- your explicit consent
- the establishment, exercise or defence by us or third parties of legal claims
- the provision of this policy and/or services under the policy by agreement between us to enable you to make insurance claims
- an insurance specific exemption provided under local laws of EU Member States and other countries implementing the GDPR, such as in relation to the processing of health data of an insured person's family members or the sensitive personal data of individuals on a group policy.

We carry out these activities within the UK, in and outside the European Economic Area, in relation to which processing the data protection laws and or agreements we have entered into with the receiving parties provide a similar level of protection of personal data.

In providing you with this policy and the benefits available under it, we will use the personal data you provide us, including any medical and other sensitive information your insurance cover, the provision of benefits and the payment of claims. If you provide us with details about other individuals who may benefit under this policy, you agree to inform them of our use of their personal data as described in this document and in our website privacy notice (see below).

You are entitled on request to a copy of the information we hold about you, and you have other rights in relation to how we use your data (as set out in our website privacy notice – see below). Please let us know if you think any information we hold about you is inaccurate, so that we can correct it.

If you want to know what information is held about you by AXA Travel Insurance, or Chubb European Group SE, or have other requests or concerns relating to our use of your data, please write to us at:

Data Protection Officer  
AXA Travel Insurance  
106-108 Station Road  
Redhill  
RH1 1PR

Email: [dataprotectionenquiries@axa-assistance.co.uk](mailto:dataprotectionenquiries@axa-assistance.co.uk)

Or

Data Protection Officer  
Chubb, 100 Leadenhall Street,  
EC3A 3BP, London

Email: [dataprotectionoffice.europe@chubb.com](mailto:dataprotectionoffice.europe@chubb.com)

Our full privacy notice is available at:  
[axa-assistance.com/en/privacypolicy](http://axa-assistance.com/en/privacypolicy) or  
[2.chubb.com/uk-en/footer/privacy-policy.aspx](http://2.chubb.com/uk-en/footer/privacy-policy.aspx)  
Alternatively, a hard copy is available on request.

#### The **Providers**:

- a) may, subject to ensuring appropriate safeguards have been put in place by the recipients to preserve the security of **Your** information, disclose and use information about **You**, including information relating to **Your** medical status and health to companies within the AXA Assistance Group, the American Express and Chubb groups of companies worldwide, their partners, service providers and agents in order to administer, service and manage the benefits available to **You**, and for fraud prevention purposes; and
- b) undertake the above within and outside the United Kingdom and the European Union. This includes processing **Your** information in the USA in which data protection laws are not as comprehensive as in the European Union. However, each of the Providers has taken appropriate steps to ensure the same (or equivalent) level of protection for **Your** information in the USA and other countries, as there is in the European Union.

If **You** have provided information about another person, **You** confirm that they have agreed to the **Providers** receiving and processing

their personal data. **You** also confirm that **You** have informed them about who the Providers are and how their personal data will be used by the **Providers**.

In accordance with the terms of **Your Cardmember** agreement, **American Express** may use **Your** information to develop lists for use within the American Express group of companies worldwide and its partners to develop or make offers to **You** (by mail, digital communication such as email or telephone) of products and services in which **You** may be interested. The information used to develop these lists may be obtained from **Your** application, from information on where and how **You** use **Your Card** and from surveys and research (which may involve contacting **You** by mail, email or telephone) and information obtained from other external sources such as merchants or marketing organisations, excluding any sensitive personal data.

If **You** wish to have **Your** name removed from any marketing programmes or if **You** require any further information please contact **American Express** at the address above and provide **Your** full name, postal address and **Your Card** number. The American Express group of companies reserves the right to contact **You** by mail, digital communication such as email or telephone in connection with the operation of **Your Account**, the benefits provided with **Your Card** and related services.

#### **MATERIAL DISCLOSURE**

It is **Your** responsibility to provide full and accurate information to **Us** and American Express when **You** take out **Your Card** and throughout the life of the Policy. It is important that **You** ensure all statements **You** make on your application form, over the telephone, on claim forms and other documents are full and accurate. Failing to provide information when requested could affect the validity of this **Policy** and may mean that all or part of a claim may not be paid.

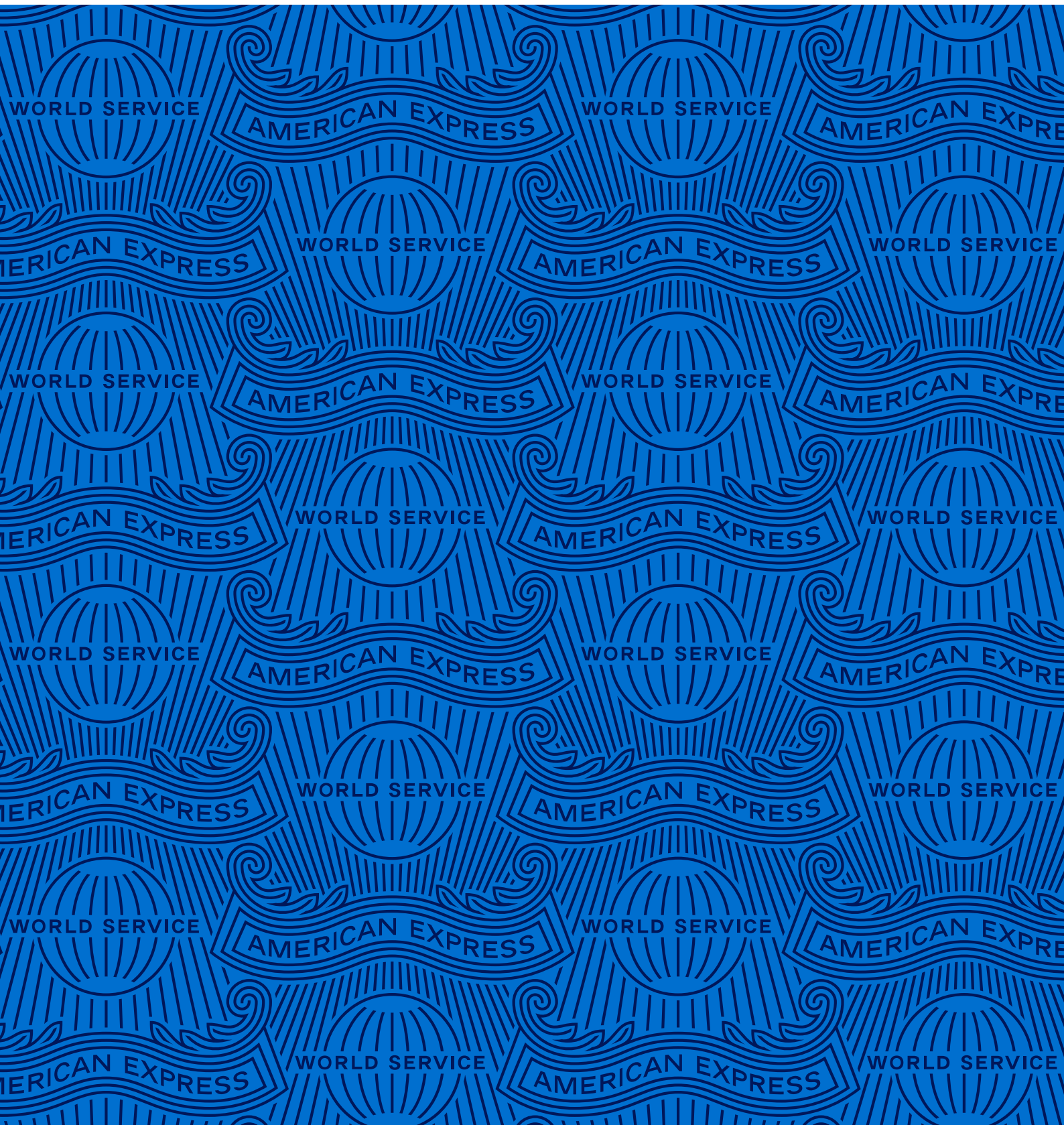


GLOBAL  
CORPORATE PAYMENTS

American Express Services Europe Limited has its registered office at Belgrave House, 76 Buckingham Palace Road, London SW1W 9AX, United Kingdom. It is registered in England and Wales with Company Number 1833139 and authorised and regulated by the Financial Conduct Authority.

# American Express Insurance Terms & Conditions.

TERMS VALID STARTING 1 JANUARY 2025.





American Express<sup>®</sup>  
Corporate Platinum Card  
Insurance Documentation



# American Express Travel Insurance

CHUBB®

## Insurance Product Information Document



### Companies: Chubb European Group SE / Europ Assistance S.A. UK Branch

Chubb European Group SE is incorporated in France and operates through a branch in the UK. Authorised and regulated by the French Prudential Supervision and Resolution Authority. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request (FS Register number 820988).

Europ Assistance S.A. is a “société anonyme” incorporated in France with a share capital of 58 356 222 €. It is registered with the Paris Trade and Companies Register under No. 451 366 405. Its registered office is 2 rue Pillet Will – 75009 Paris, France. It is an insurance company regulated by the French Insurance Code and acts through its United Kingdom branch EUROP ASSISTANCE S.A. UK BRANCH, which is registered with Companies House under No. BR024677, has its registered office at 55 Mark Lane, London, EC3R 7NE, and is authorised and regulated by the French supervisory authority (ACPR), 4, place de Budapest, CS92459 - 75436 Paris Cedex 09, France. Europ Assistance S.A. UK Branch is authorised by the Prudential Regulation Authority and is subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available on request.

### Product: The Corporate Platinum Card Travel Insurance policy

The information provided in this document is a summary of the key features and exclusions of the policy and does not form part of the contract between us. Full details about the product is provided in your policy documents.

#### What is this type of insurance?

This insurance provides assistance in the event of certain travel emergencies, which impact your safety and security. Benefits have been annotated by insurer as follows: Chubb (“CEG”); Europ Assistance (“EA”).



## What is insured?

### MEDICAL ASSISTANCE AND EXPENSES (EA)

- ✓ £2,000,000 for necessary medical, surgical and hospital costs during a trip.
- ✓ £1,000 emergency dental treatment.
- ✓ All necessary repatriation and evacuation costs.
- ✓ Necessary costs to repatriate remains or £2,500 for local funeral.

### CANCELLING, POSTPONING AND ABANDONING YOUR TRIP (EA)

- ✓ Up to £7,500 for unused travel, accommodation, excursions and leisure activities that have been paid for, or pre-booked and these are not refundable or a fee is charged to change them.

### CUTTING SHORT YOUR TRIP (EA)

- ✓ £7,500 per insured person for costs to return home (and to resume original trip) and unused travel, accommodation, excursions and leisure activities that have been paid for, or pre-booked, on the Card account, and these are not refundable.

### PERSONAL BELONGINGS, MONEY AND TRAVEL DOCUMENTS (EA)

- ✓ If your personal belongings, money and travel documents are lost, stolen or damaged:
  - a. £3,500 in total per trip;
  - b. £500 for the current value or cost to repair any item, or any pair or set of items which are complimentary or used together;
  - c. £500 for money and travel documents limited to £50 for children under the age of 16.
- ✓ Any necessary and reasonable additional travel and accommodation costs, and consulate fees necessary to replace travel documents for you to continue your trip, or return home.
- ✓ In an emergency, an advance up to £2,000 if your cash, traveller's cheques or credit cards are lost or stolen and there are no other means for you to obtain funds.



## What is not insured?

### MEDICAL ASSISTANCE AND EXPENSES

- ✗ Some Pre-existing Medical Conditions – See 'Restrictions on Cover' section below.
- ✗ Medical assistance and expenses benefits if aged 70 years or over at any time during the trip.
- ✗ Medical treatment in country of residence.
- ✗ All costs for medical treatment must be approved in advance by the insurer (unless immediately necessary to prevent serious detriment to your health or save your life).
- ✗ Some Holiday Sports/Activities – See 'Restrictions on Cover' section below.

### CANCELLING, POSTPONING AND ABANDONING YOUR TRIP

- ✗ Some Pre-existing Medical Conditions – See 'Restrictions on Cover' section below.
- ✗ Cancellation due to business reasons.
- ✗ Abandonment after first leg of a trip.
- ✗ Circumstances known before booking a trip.
- ✗ Disinclination to travel.
- ✗ No refund for unused tickets where an Insurer has paid for alternative travel arrangements to the same destination.

### CUTTING SHORT YOUR TRIP

- ✗ Cutting short a trip due circumstances known to you prior to booking your trip.
- ✗ Cutting short a trip due to lack of enjoyment or adverse weather conditions.

### PERSONAL BELONGINGS, MONEY AND TRAVEL DOCUMENTS

- ✗ Deductions are made for wear and tear.
- ✗ Money or travel documents which are not kept on insured's person or in a safe.
- ✗ Loss, theft or damage that has not been reported to local police, transport or accommodation provider.

<p><b>CAR RENTAL BENEFITS – THEFT, DAMAGE AND LIABILITY (CEG)</b></p> <ul style="list-style-type: none"> <li>✓ £50,000 for theft or damage to vehicle (including any applicable excess).</li> </ul>	<p><b>CAR RENTAL BENEFITS – THEFT, DAMAGE AND LIABILITY</b></p> <ul style="list-style-type: none"> <li>✗ Commercial vehicles, motor homes, caravans and trailers.</li> <li>✗ Cover applies only when rental agency allows refusal of their insurance.</li> <li>✗ An insured person must be named on the rental agreement.</li> </ul>
<p><b>TRAVEL INCONVENIENCE (CEG)</b></p> <ul style="list-style-type: none"> <li>✓ £300 for missed departure due to accident or breakdown, travel delay, overbooking, or missed connection.</li> <li>✓ £300 for baggage delayed by airline. An additional £750 for extended baggage delay by airline.</li> </ul>	<p><b>TRAVEL INCONVENIENCE</b></p> <ul style="list-style-type: none"> <li>✗ Claims where travel tickets were not purchased on the Card account.</li> <li>✗ Purchases which are not made on the card account.</li> <li>✗ Costs where a transport provider has offered an alternative.</li> <li>✗ Baggage delay on the final leg of a trip.</li> <li>✗ Purchases made after baggage has been returned.</li> <li>✗ Costs which are recoverable from any other source.</li> <li>✗ Delays of less than 4 hours.</li> </ul>
<p><b>PERSONAL ACCIDENT WHILST ON A TRIP (CEG)</b></p> <ul style="list-style-type: none"> <li>✓ £225,000 for death or permanent disablement on a trip caused by an accident (increases to £450,000 when travelling on a public vehicle).</li> </ul>	<p><b>PERSONAL ACCIDENT WHILST ON A TRIP</b></p> <ul style="list-style-type: none"> <li>✗ Terrorist activities except on a public vehicle.</li> <li>✗ Participating in or training for professional sports.</li> <li>✗ Work-related accidents.</li> <li>✗ The benefit amount for death is reduced to £10,000 for children under the age of 16.</li> </ul>



### Are there any restrictions on cover?

- ! All Cardmembers and their Families must be under 70 throughout the trip to receive Medical Assistance and Expenses benefits.
- ! A £50 excess applies per person per claim for certain benefits
- ! You will not be paid for claims directly or indirectly as a result of:
  - ! Pre-existing Medical Conditions other than those on the Accepted Conditions list which is available by visiting [americanexpress.co.uk/insuranceportal](http://americanexpress.co.uk/insuranceportal);
  - ! Travelling against the advice of a registered Medical Practitioner;
  - ! Participating in sports and activities which would not be considered usual holiday sports or participating in activities not included on the Sports and Winter Sports Activities list which is available by visiting [americanexpress.co.uk/insuranceportal](http://americanexpress.co.uk/insuranceportal).
- ! For covers provided by EA : Trips in, or booked to, locations where a government agency has advised against travelling or which are officially under embargo by the United Nations or Trips to Iran, Syria, North Korea, Crimea Region and the Zaporizhzhia, Kherson, Donetsk and Luhansk People's regions, Belarus and Russian Federation. Also, United States persons travelling to Cuba and/or Venezuela must provide evidence that travel was in compliance with United States laws.



### What are my obligations?

- All claims and potential claims must be reported within 30 days of the incident or event giving rise to the claim.
- If you need to submit a non-emergency insurance claim, please visit [americanexpress.co.uk/insuranceportal](http://americanexpress.co.uk/insuranceportal). Alternatively please call the number on the back of your American Express Card.
- You must provide all the items, information and documentation and anything else reasonably requested by us in order to make a claim. These must be provided at your own expense.



### When and how do I pay?

There is no additional charge, fee or premium payable for the insurance benefits provided with your card.



### **When does the cover start and end?**

You are entitled to the insurance benefits under the policy from the moment the card is activated and for as long as the eligibility criteria continues to be met or until we withdraw or cancel the insurance benefits by notice to you.

Worldwide Travel Insurance provides cover for the main Cardmember and their partner or spouse living at the same address and dependent children under the age of 25, whether travelling together or travelling alone on business and leisure trips of up to 30 consecutive days.



### **How do I cancel the contract?**

The company is the only policyholder, as such, only the company can cancel the policy.

## CUSTOMER SERVICE AND COMPLAINTS

American Express and **the Insurers** are dedicated to providing a high quality service and aim to maintain this at all times. However, should you have a complaint, please contact American Express so your complaint can be dealt with as soon as possible. Please write to:

American Express Services Europe Limited  
Global Customer Research and Solutions  
Department 333  
1 John Street  
Brighton  
BN88 1NH

Or telephone: Platinum Card Services on **0800 032 7646**  
(International **+44 1273 721 010**).

Europ Assistance strive to offer You the highest level of service. However, if You are unhappy, You must first send Your complaint by post to:

## INTERNATIONAL COMPLAINTS

**P.O. BOX 36009 – 28020 Madrid, Spain**

Or by e-mail to: [complaints@earefund.com](mailto:complaints@earefund.com)

American Express and the Insurers are members of the Financial Ombudsman Service (FOS) who may be approached for assistance if You are not satisfied with the response you receive. Contact details are given below.

A leaflet explaining its procedure is available on request:

Financial Ombudsman Service

Exchange Tower  
London E14 9SR  
Website: [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)  
Telephone: 0800 023 4 567  
or +44 20 7964 0500 (from abroad)

The Ombudsman will only consider your case if you have first given American Express and the Insurers the opportunity to resolve it.

## COMPENSATION SCHEME

In the unlikely event that American Express Services Europe Limited, Chubb European Group SE or Europ Assistance S.A. UK Branch are unable to meet their obligations, You may be entitled to compensation under the Financial Services Compensation Scheme (FSCS). Further information about compensation scheme arrangements is available from the FSCS. Their contact details are Financial Services Compensation Scheme, PO Box 300, Mitcheldean, GL17 1DY.  
Telephone 0800 6781 100



# TERMS OF BUSINESS

The information in this section explains the basis of the insurance services provided to you by American Express.

The insurance policies are arranged and held by American Express Services Europe Limited, registered in England and Wales with Company number 1833139, registered office Belgrave House, 76 Buckingham Palace Road, London SW1W 9AX ("American Express") for the benefit of Cardmembers.

## 1. Financial Conduct Authority (FCA)

The FCA is the independent non-governmental body that regulates financial services.

## 2. Whose products do American Express offer?

American Express only offer medical assistance and expenses, cancelling, postponing and abandoning your trip, cutting short your trip, personal belongings, money and travel documents insurance underwritten by Europ Assistance S.A. UK Branch. (Policy Number : IB2500424GBCO38)

American Express only offer Car Rental Benefits, Travel Inconvenience, Personal Accident insurance underwritten by Chubb European Group SE.

## 3. Which service will American Express provide you with?

You will not receive advice or a recommendation from American Express for any insurance associated with Your Card. The insurance benefits are automatically included with Your Card.

## 4. What will you have to pay American Express for their services?

There is no additional charge, fee or premium payable for the insurance benefits provided with your Card.

American Express does not act as an agent or fiduciary for you, and may act on behalf of the insurance provider (as its agent or otherwise), as permitted by law. American Express may receive

commissions from providers, and commissions may vary by provider and product. In some cases, an American Express group Company may be the insurer or reinsurer and may earn insurance or reinsurance income. The arrangements with certain providers, including the potential to reinsure products, may also influence the insurance which is provided to Cardmembers.

## 5. Who regulates American Express?

American Express Services Europe Limited has its registered office at Belgrave House, 76 Buckingham Palace Road, London SW1W 9AX, United Kingdom. It is registered in England and Wales with Company Number 1833139 and authorised and regulated by the Financial Conduct Authority (reference number 661836). Details can be found by visiting the FCA website [fca.org.uk/register](http://fca.org.uk/register)

## 6. Ownership

American Express Services Europe Limited is ultimately owned by the American Express Company.

## 7. What to do if You have a complaint

If You wish to register a complaint, please write to:

American Express Services Europe Limited  
Global Customer Research and Solutions  
Department 333  
1 John Street  
Brighton  
BN88 1NH

Or telephone: Platinum Card Services on **0800 032 7646** (International **+44 1273 721 010**).

Further details on the complaints process are contained in the Policy Terms and Conditions. If you cannot settle your complaint, You may be entitled to refer it to the Financial Ombudsman Service.

## 8. Are American Express covered by the Financial Services Compensation Scheme (FSCS)?

American Express is covered by the FSCS. You may be entitled to compensation from the scheme if it cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim, with no upper limit. Further information about compensation scheme arrangements is available from the FSCS.

## DEMANDS AND NEEDS

This insurance meets the demands and needs of organisations who require comprehensive travel insurance cover for their employees alongside their corporate Card Account. American Express has not provided opinions or recommendations on the suitability of the insurance for You.

## POLICY TERMS AND CONDITIONS

These Policy Terms and Conditions give full details of the insurance cover provided with the American Express® Corporate Platinum Card under the group policies of insurance held by American Express Services Europe Limited with Chubb European Group SE and Europ Assistance S.A. UK Branch.

With regard to sections of the policy provided by Chubb European Group SE (please refer to the definition of 'Our/Us/We/Insurer'), Chubb European Group SE shall not be deemed to provide cover and it shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose Chubb European Group SE to any sanction, prohibition or restriction implemented pursuant to resolutions of the United Nations, or the trade and economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

With regards to sections of the policy provided by Europ Assistance S.A UK Branch:

Europ Assistance will not provide cover, pay a claim or provide any benefit or service described in the Policy if this would expose Us to:

- any sanction, prohibition or restriction under United Nations

resolutions, or

- the trade or economic sanctions, laws or regulations of the European Union, United States of America, France and the United Kingdom.

For further details, please visit: <https://www.europ-assistance.com/who-We-are-international-regulatory-information/>

The insurance provides cover in the countries included in the Trip except the following countries and territories: Iran, Syria, North Korea, Crimea Region and the Zaporizhzhia, Kherson, Donetsk and Luhansk People's regions, Belarus and Russian Federation.

If You are a United States person and You were travelling to Cuba and/or Venezuela, You must provide evidence that You travelled to Cuba and/or Venezuela in compliance with United States laws before the Insurer can provide a service or a payment.

## ELIGIBILITY

The benefits described in these Policy Terms and Conditions are dependent upon a Card being issued, the Card Account being valid and the Account balance having been paid in accordance with the Cardmember agreement at the time of any incident giving rise to a claim.

The insurance benefits outlined in these Policy Terms and Conditions may be varied, withdrawn or cancelled in certain circumstances in accordance with the Policy Terms and Conditions. In the event of any material change, American Express will give You or Your Company at least 60 days' written notice.

## DEFINITIONS

Whenever the following words or phrases appear in **bold**, they will have the meaning as described below:

“**£**” shall mean United Kingdom pounds sterling.

“**Account**” or “**Card Account**” means Your American Express **Corporate Platinum Card Account**.

“**American Express**” means American Express Services

Europe Limited.

“**Card**” means any Card issued to a **Cardmember** for the purpose of accessing the Card Account. “**Cardmember**” means any individual who holds a Card and a valid Card Account.

“**Children**” means any of **Your** Children (including step-Children, fostered or adopted Children) under the age of 25 on the first day of a **Trip**, who are legally dependant on **You** and who are not in full time employment. (The term “**Child**” shall have a corresponding meaning.)

“**Close Relative**” means a person’s partner or spouse living at the same address, their mother, mother-in-law, father, father-in-law, daughter, daughter-in-law, son, son-in-law, sister, sister-in-law, brother, brother-in-law, grandparent, grandchild, step-mother, step-father, step-sister, step-brother, aunt, niece or nephew.

“**Company**” means the Company, business, firm, corporation, proprietorship or other sponsoring organisation which holds a corporate **Card Account** with **American Express**, pursuant to which the **Card** is issued to the **Cardmember**.

“**Country of Residence**” means **Your** current Country of Residence (as evidenced by production of a passport, residence visa or other official document).

“**Family**” means **Your** partner or spouse, living at the same address as **You**, and **Your Children**. “**Insured**” means the **Cardmember** and their **Family**.

“**Loss of hearing**” means permanent profound deafness, which means the quietest sound **You** can hear is louder than 90 decibels when tested by a qualified audiologist.

“**Loss of sight**”

Shall be deemed to have occurred:

- a. Loss of Sight in Both Eyes - Permanent blindness which, based on medical evidence, **You** will never recover from and which results in **Your** name being added (on the authority of a qualified ophthalmic specialist) to the Register of Blind Persons maintained by the government; or
- b. Loss of Sight in One Eye - Permanent blindness which, based on medical evidence, **You** will never recover from, in an eye to the

degree that, after correction using spectacles, lenses or surgery, objects that should be clear from 60 feet away can only be seen from 3 feet away or less.

“**Our/Us/We/Insurer**” means:

– In respect of Section 1.1 Medical Assistance and Expenses, Section 1.2 Cancelling, Postponing and Abandoning **Your Trip**, Section 1.3 Cutting Short **Your Trip** and Section 1.4 Personal Belongings, Money and Travel Documents, Europ Assistance S.A. is a “société anonymé” incorporated in France with a share capital of 58 356 222 €. It is registered with the Paris Trade and Companies Register under No. 451 366 405. Its registered office is 2 rue Pillet Will – 75009 Paris, France. It is an insurance company regulated by the French Insurance Code and acts through its United Kingdom branch EUROP ASSISTANCE S.A. UK BRANCH, which is registered with Companies House under No. BR024677, has its registered office at 55 Mark Lane, London, EC3R 7NE, and is authorised and regulated by the French supervisory authority (ACPR), 4, place de Budapest, CS92459 - 75436 Paris Cedex 09, France. Europ Assistance S.A. UK Branch is authorised by the Prudential Regulation Authority and is subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available on request.

**AND**

– In respect of Section 1.5 Car Rental Benefits, Section 1.6 Travel Inconvenience and Section 1.7 Personal Accident, Chubb European Group SE (CEG) is a Societas Europaea, a public company registered in accordance with the corporate law of the European Union. Members’ liability is limited. CEG is headquartered in France and governed by the provisions of the French insurance code. Risks falling within the European Economic Area are underwritten by CEG, which is authorised and regulated by the French Prudential Supervision and Resolution Authority (4 Place de Budapest, CS 92459, 75436 Paris Cedex 09, France). Registered company number: 450 327 374 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Fully paid share capital of €896,176,662.

CEG’s UK branch is registered in England & Wales. UK Establishment address: 40 Leadenhall Street, London EC3A 2BJ. Authorised by the

Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Details about our authorisation can be found on the Financial Conduct Authority website (FS Register number 820988).

#### **“Permanent Disability”**

means any form of functional disability which has lasted for at least 12 months and from which, based on medical evidence, **You** will never recover.

#### **“Permanent Total Disablement”** means:-

If **You** were in paid work at the date of the accident:

A **Permanent Disability** which stops **You** from carrying out occupational duties for which **You** are fitted by way of training, education or experience; or

If **You** were not in paid work at the date of the accident:

A form of **Permanent Disability** calculated on a medical assessment by **Us** or an independent medical expert appointed by **Us**, which results in **Your** inability to perform, without assistance from another person, at least two of the following activities of daily living:

- eating;
- getting in and out of bed;
- dressing and undressing;
- toileting; or
- walking 200 metres on level ground

**“Policy”** means the insurance cover provided under the Policy Terms and Conditions. **“Policy Terms and Conditions”** means these terms and conditions.

**“Public Vehicle”** means any air or land vehicle, river or sea-going vessel operated under licence for the transport of fare paying passengers. **Public Vehicles** do not include vehicles hired or chartered privately.

**“Senior Medical Officer”** means **Our** medical practitioner, who shall be appointed by **Us** to assess any aspect of any applicable issue where medical expertise is required pursuant to these **Policy Terms and Conditions**.

**“Trip”** means a journey outside **Your Country of Residence** which must commence and end in Your Country of Residence, or a journey within Your Country of Residence which must include a flight, or at least one night of pre-booked accommodation away from home.

**“You/Your”** means the **Insured**.

## 1. WORLDWIDE TRAVEL INSURANCE

### WHO IS COVERED

The Platinum Corporate **Cardmember** and their **Family** are covered.

Age Limit for Medical Assistance and Expenses: All Corporate **Cardmembers** and their **Families** must be under 70 throughout the **Trip** to receive Medical Assistance and Expenses benefits.

This Section details the **Card** Travel Insurance benefits. The following conditions apply to all claims under this Section:

- 1) **Benefit Limits:** All limits under this Section are per **Insured** and apply while on a **Trip**.
- 2) **Excess:** No excess will be applied to any of the travel insurance benefits under this Section.
- 3) **Trip Length:** **You** are covered whilst on a Trip for up to 30 consecutive days from **Your** outward journey.
- 4) **Pre-existing Medical Conditions** other than those on the Accepted Conditions list which is available by visiting [www.americanexpress.co.uk/insuranceportal](http://www.americanexpress.co.uk/insuranceportal) (See Section 1.8 General Exclusions to **Card** Travel Insurance).
- 5) **You** must be registered with a UK general practitioner or equivalent medical practitioner in **Your Country of Residence**.
- 6) **Usual Holiday Sports and Activities Information:** All benefits apply when participating in usual holiday sports and those included on the Sports and Winter Sports Activities list which is available by visiting [www.americanexpress.co.uk/insuranceportal](http://www.americanexpress.co.uk/insuranceportal)
- 7) **Insurance Benefits** under this **Policy** are secondary: **We** will only pay amounts under this **Policy** if they are not covered by other insurance, state benefits or other agreements. **You** must inform

**Us** of these and assist any relevant third parties in seeking reimbursement where appropriate.

### 1.1 Medical Assistance and Expenses

**IMPORTANT: Only Cardmembers and members of their Family, who are under the age of 70 throughout the Trip, are eligible to receive the Medical Assistance and Expenses benefits under this Section 1.1.**

All costs must be approved in advance by **Us**.

If **You** have an accident or **You** are ill during **Your Trip**, contact us as soon as **You** can on **Platinum Card Services 0800 032 7646 (International +44 1273 721 010)** (select option for insurance/medical emergency). By contacting **Us**, **We** will, where possible, arrange everything necessary for **You** including seeing a doctor or other medical professional, admission to hospital and **Your** medical treatment. **We** will also pay for necessary expenses which have been approved by **Our Senior Medical Officer**. When **You** have recovered sufficiently, and if necessary, **We** will arrange for **Your travel** home.

#### YOUR BENEFITS

The maximum amount that **We** will pay under this section is **£2,000,000**. **You** will be covered for the following:

- 1) Medical treatment: Necessary medical, surgical and hospital costs as a result of **You** becoming ill or being injured during **Your Trip**. In order for **Us** to evaluate the facts of the medical situation, **You** must release **Your** treating physician and **Your** registered medical practitioners from their doctor/patient confidentiality and give them consent to supply **Us** with copies of **Your** medical files and records and to discuss with **Our Senior Medical Officer** details of **Your** treatment.
- 2) Transport to hospital: Necessary costs for transporting or transferring **You** to the nearest adequately equipped hospital if free transport is not available.
- 3) **Your** travel home after treatment: **We** will arrange and pay for necessary costs including a medical escort for **Your** journey home.
- 4) Return home of **Your** travelling companions: The cost of an economy flight or standard rail ticket if their original means of transportation home cannot be used.
- 5) Dental treatment: Up to **£1,000** for emergency dental costs.
- 6) Friend or relative to extend their stay during **Your** treatment: Up to **£150** a night (maximum 10 nights) towards their meals and accommodation costs until **Our Senior Medical Officer** advises that **You** no longer require further treatment on **Your Trip**.
- 7) Friend or relative to visit **You** in hospital: If **You** are travelling alone, the cost of an economy flight or standard rail ticket and up to **£150** a night (maximum 10 nights) towards meals and accommodation costs for a friend or relative visiting **You** in hospital, or during **Your** recovery. The benefit will cease when **You** return to **Your Country of Residence**.
- 8) Hospital benefit: **£50** per night while **You** are in hospital for items to make **Your** stay more comfortable, up to a maximum of **£500**.
- 9) Extend **Your** stay following medical treatment: Up to **£150** a night in total (maximum 10 nights) towards meals and accommodation costs for **You** and one other person if **Our Senior Medical Officer** advises **You** to extend **Your** stay after **Your** treatment.
- 10) Convalescence benefit: Up to **£250** a night (maximum 10 nights) towards registered nursing care and meals and accommodation costs if **Our Senior Medical Officer** advises it is necessary following **Your** return home.
- 11) Return home of **Your Children**: Reasonable travel expenses

and up to £150 a night (maximum 3 nights) towards meals and accommodation costs for a friend or relative to collect and bring home **Your Children** if **You** are unable to care for them.

- 12) Recovery of **Your** vehicle: The cost of an economy flight or standard rail ticket and up to £150 a night (maximum 3 nights) towards meals and accommodation costs for a replacement driver to collect and bring home **Your** vehicle if it is not possible for **You** or **Your** travelling companions to drive.
- 13) Replacement colleague: The cost of an economy flight or standard rail ticket for a colleague to replace **You** following **Your** return home after **Your** treatment or if **You** are unable to continue working on **Your Trip**.
- 14) Reimbursement of any pre-paid excursion or specialised hired sports equipment: Up to £500 if **You** have an accident, suffer an unforeseen illness or are undergoing medical treatment during **Your Trip** and a registered **Medical Practitioner** advises **You** not to continue **Your** excursion or sports activity.
- 15) Funeral and burial expenses: If **You** die whilst on a **Trip**, **We** will pay for either transportation of **Your** remains home or up to £2,500 for local cremation or burial.

## EXCLUSIONS

**General Exclusions to Worldwide Travel Insurance listed in Section 1.8 apply to all travel insurance benefits. The following exclusions apply only to this Medical Assistance and Expenses Section 1.1.**

**You** will not be covered in respect of the following:

- 1) Costs not approved by **Our Senior Medical Officer**.
- 2) Treatment that **Our Senior Medical Officer** considers can be reasonably delayed until **You** return to **Your Country**

## of Residence.

- 3) Medical, dental treatment, funeral and burial expenses within **Your Country of Residence**.
- 4) Treatment that can be provided free or at a reduced cost by a state benefit provider or equivalent, unless otherwise agreed by **Us**.
- 5) Costs after the date **Our Senior Medical Officer** tells **You** that **You** should return home.
- 6) Costs where **You** have refused to follow the advice of **Our Senior Medical Officer**.
- 7) Treatment or costs incurred for cosmetic reasons unless **Our Senior Medical Officer** agrees that such treatment is necessary as a result of a medical emergency.
- 8) Treatment that was planned or could reasonably have been foreseen, before **Your Trip**.
- 9) Coffins or urns in excess of minimum international airline standards.

## 1.2 Cancelling, Postponing and Abandoning Your Trip

### YOUR BENEFITS

**You** will be covered for the following:

- 1) Up to £7,500 for **Your** unused travel, accommodation, excursions and leisure activities that have been paid for or pre-booked, which are non-refundable or any fee **You** are charged to change them if **You** cancel, postpone, change or abandon **Your Trip**, due to the following unforeseen circumstances:
  - a) **You**, or a person travelling with **You**, or a person **You** are visiting for the main purpose of **Your Trip**, having an accident, being taken ill or dying before **Your Trip**;

- b) **Your Close Relative**, or a **Close Relative** of a person travelling with **You**, or a **Close Relative** of a person **You** are visiting for the main purpose of **Your Trip**, having an accident, being taken ill or dying before or during **Your Trip**;
- c) **Your** redundancy which qualifies for redundancy payments under current legislation;
- d) **You** being called for jury service or being subpoenaed as a witness other than in a professional or advisory capacity;
- e) Severe damage to **Your** home or **Your** business premises if the damage caused is likely to be more than £25,000;
- f) Theft at **Your** home or **Your** business premises that requires **Your** presence by the police;
- g) Trip Abandonment: a delay of more than 12 hours on the outward leg of **Your Trip** as a result of industrial action, adverse weather, mechanical breakdown of public transport, or a transportation accident which means **You** no longer want to go on **Your Trip**. The period of delay is reduced to 6 hours for **Trips** of less than 5 days.
- h) The UK Government (FCDO - Foreign, Commonwealth & Development Office) have issued, or upgraded a travel warning to “advise against all but essential travel” to the area **You** were intending to travel, and this was unforeseen at the time of booking.

## EXCLUSIONS

**General Exclusions to Worldwide Travel Insurance listed in Section 1.8 apply to all travel insurance benefits. The following exclusions apply only to this Cancelling, Postponing and Abandoning Your Trip Section 1.2.**

**You** will not be covered in respect of the following:

- 1) Cancellation claims arising directly or indirectly from

circumstances known to **You** prior to booking **Your Trip**.

- 2) Cancellation claims arising directly or indirectly from circumstances known to **You** when **You** apply for **Your Card**.
- 3) Additional costs incurred if **You** fail to notify the providers of **Your** travel, accommodation, excursions and leisure activities immediately that it is necessary for **You** to cancel **Your Trip**.
- 4) Claims where **You** are unable to supply a medical certificate from the appropriate medical practitioner, confirming the medical condition which made it necessary to cancel **Your Trip**. The appropriate medical practitioner cannot be any **Insured**, any travelling companion, **Your Close Relative**, the **Close Relative** of any Insured or of a travelling companion.
- 5) Costs which are recoverable from any other source.

## 1.3 Cutting Short Your Trip

### YOUR BENEFITS

**You** will be covered for the following:

- 1) If **You** cut short **Your Trip** due to the following unforeseen circumstances:
  - a) **You**, or a person travelling with **You**, or a person **You** are visiting for the main purpose of **Your Trip**, having an accident, being taken ill or dying;
  - b) **Your Close Relative**, or a **Close Relative** of a person travelling with **You**, or a **Close Relative** of a person **You** are visiting for the main purpose of **Your Trip**, having an accident, being taken ill or dying;
  - c) Severe damage to **Your** home or **Your** business premises if the damage caused is likely to be more than £25,000; or
  - d) Theft at **Your** home or **Your** business premises that requires **Your** presence by the police.

**You** will be paid up to **£7,500** in total for:

- a) reasonable, necessary travel costs for **You** to return home, and to resume **Your** original, booked **Trip** within the original planned dates of travel; and
  - b) the costs for **Your** unused travel, accommodation, excursions and leisure activities that have been paid for or pre-booked and are non-refundable.
- 2) If **You** cut short **Your Trip** as a result of damage or theft at **Your** home or **Your** business premises, **You** will be paid up to **£250** for parts, labour and call out charges to render **Your** home or business premises safe and secure and avoid any further damage prior to **Your** return home (provided costs are not covered by **Your** home or business insurance, or any other relevant insurance cover).

## EXCLUSIONS

**General Exclusions to Worldwide Travel Insurance listed in Section 1.8 apply to all travel insurance benefits. The following exclusions apply only to this Cutting Short Your Trip Section 1.3.**

**You** will not be covered in respect of the following:

- 1) Claims arising directly or indirectly from circumstances known to **You** prior to booking **Your Trip**.
- 2) Claims arising directly or indirectly from circumstances known to **You** when **You** apply for **Your Card** and any **Cards** on **Your Account**.
- 3) Additional costs incurred if **You** fail to notify the providers of **Your** travel, accommodation, excursions and leisure activities immediately that it is necessary for **You** to cut short **Your Trip**.
- 4) Claims for refunds for unused travel to a destination where **We**

have already paid for **Your** alternative travel arrangements to the same destination.

- 5) Claims where **You** are unable to supply a medical certificate from the appropriate medical practitioner, confirming the medical condition which made it necessary to cut short **Your Trip**. The appropriate medical practitioner cannot be any **Insured**, any travelling companion, **Your Close Relative**, the **Close Relative** of any **Insured** or of a travelling companion.
- 6) Subsequent claims arising from the same fault or event where the original fault has not been properly repaired where **You** cut short **Your Trip** as a result of damage or theft at **Your** home or **Your** business premises.
- 7) Costs which are recoverable from any other source.

## 1.4 Personal Belongings, Money and Travel Documents

### YOUR BENEFITS

This benefit applies to:

- **Your** personal belongings which **You** take, purchase or hire while on **Your Trip**.
- **Your** money and **Your** travel documents provided that they are kept on **You** at all times, locked in a safe, or in a locked storage area of a vehicle.

**You** will be covered for the following:

- 1) If **Your** personal belongings, money and travel documents are lost, stolen or damaged, **You** will be paid up to:
  - a) **£3,500** in total per **Trip**;
  - b) **£500** for the current value or cost to repair any item, or any



pair or set of items which are used together;

- c) **£500** for money and travel documents, limited to **£50** for money and travel documents carried by **Children** under the age of 16.
- 2) **You** will be paid any necessary and reasonable additional travel and accommodation costs, and consulate fees necessary to replace travel documents for **You** to continue **Your Trip**, or return home.
- 3) In an emergency **We** will provide an advance up to **£3,500** if **Your** cash, traveller's cheques or credit Cards are lost or stolen and there are no other means for **You** to obtain funds. Advances are made only with prior authorisation from **American Express** and the amount supplied is debited to the **Cardmember's Account**.
- 4) **We** will provide advice and assistance where possible and any shipment costs in replacing emergency items that are lost, stolen or damaged including glasses, contact lenses, prescriptions, and travel documents necessary for **You** to continue **Your Trip** or return home.
- 5) **We** will make deductions for wear and tear.

## EXCLUSIONS

**General Exclusions to Worldwide Travel Insurance listed in Section 1.8 apply to all travel insurance benefits. The following exclusions apply only to this Personal Belongings, Money and Travel Documents Section 1.4.**

**You** will not be covered in respect of the following:

- 1) Any loss or damage caused by normal wear and tear.
- 2) Lost, stolen or damaged personal belongings where **You** have failed to take sufficient care of them or have left them unsecured or outside **Your** reach.

- 3) Loss or theft not reported to the police or provider of **Your** transport or accommodation within 48 hours and a report obtained.
- 4) Damage to personal belongings whilst in the care of a transport provider which has not been reported within 48 hours and a report obtained.
- 5) Loss, theft of, or damage to, vehicles, their accessories, or items in a vehicle where there is no evidence of break in.
- 6) Any documents other than travel documents.
- 7) Damage to fragile or brittle items.
- 8) Household goods.
- 9) Theft from a roof or boot luggage rack, other than theft of camping equipment.
- 10) In respect of money, any shortages due to errors and currency fluctuations.
- 11) Claims which are not supported by the original receipt, proof or ownership or insurance valuation (obtained prior to the loss) of the items lost, stolen or damaged.

## 1.5 Car Rental Benefits whilst on a Trip – Theft and Damage

### YOUR BENEFITS

**To contact the Insurer for advice, please dial +44 (0)1273 696 933 (international toll free number).**

**You** will be covered for the excess and any items **You** are responsible for under **Your** rental agreement which are stolen or damaged

(including but not limited to the rental vehicle). **You** will not be paid more than the value of the rental vehicle or £50,000 (whichever is the lower) in respect of any one accident or occurrence.

This cover will apply whether or not **You** are responsible for the accident. These benefits apply to drivers named on a rental agreement on which **You** are also named, subject to a maximum of 5 drivers. **You** may not have more than one rental agreement at any one time.

The Car Rental Benefits under this Section and Section 1.7 (Personal Accident) provide cover similar to that which **You** may be offered as additional or optional insurance by **Your** car rental Company. For example:

- Collision Damage Waiver (often referred to as CDW)
- Loss Damage Waiver (LDW)
- Removal/reduction of excess (Super CDW/LDW)
- Theft Protection (TP)
- Personal Accident (PA) (See Personal Accident benefit, Section 1.7)

Where rental insurance is provided or is purchased from or via the rental Company in respect of any vehicle hire, the rental Company's insurance cover shall apply. The Car Rental Benefits provided with **Your Card** are secondary to any other Policy of insurance including

any insurance provided or arranged by the rental agency and shall apply only where rental insurance is not offered by the rental Company or **You** decline such insurance.

## EXCLUSIONS

**General Exclusions to Worldwide Travel Insurance listed in Section 1.8 apply to all travel insurance benefits. The following exclusions apply only to this Car Rental Benefits – Theft and Damage Section 1.5.**

You will not be covered in respect of the following:

- 1) Other than provided in Section 1.7, any liability for any personal injury to **You** or a third party.
- 2) Liability other than for any excess or other liability to the rental agency under the rental agreement.
- 3) Amounts that are already covered under any insurance which is included in the rental agreement or covered by insurance mandatorily purchased from or via the rental Company as a term of the hire.
- 4) Use of the rental vehicle outside the terms of the rental agreement.
- 5) Mopeds, motorbikes and quad bikes, commercial vehicles, trucks, motor homes, and vehicles not licensed for road use.
- 6) Vehicles used off-road, in or in-training for, racing competitions, trials, rallies or speed testing.
- 7) Any fines and punitive damages.

- 8) Any costs where **You** admit liability, negotiate, make any promise or agree any settlement.
- 9) When **You** are towing a trailer, caravan, boat or another vehicle.

## 1.6 Travel Inconvenience

### YOUR BENEFITS

The travel, refreshment and accommodation costs, and the purchase or hire of essential items covered under this Travel Inconvenience Section 1.6 must be charged to **Your Card** to be eligible for reimbursement. If **You** are not a **Cardmember** and are not travelling with a **Cardmember**, then another payment method may be used. Itemised receipts must be kept as proof of purchase.

- 1) **You** will be reimbursed up to £300 per person for necessary additional travel, refreshment and accommodation costs incurred prior to actual departure on **Your Trip** if:
  - a) Missed departure. **You** miss **Your** pre-booked flight, train or ship due to an accident or mechanical breakdown (excluding running out of fuel) of **Your** vehicle, or an accident, breakdown or cancellation of transportation on a **Public Vehicle** en route to **Your** departure point, and no alternative is made available within 4 hours of the published departure time;
  - b) Delay, cancellation or overbooking. **Your** pre-booked flight, train, or ship is delayed/cancelled/overbooked and no alternative is made available within 4 hours of its published departure time;
  - c) Missed connection. **You** miss **Your** connecting flight, train or ship due to the late arrival of **Your** previous pre-booked flight, train or ship on which **You** travelled and no alternative is made available within 4 hours of the published departure time.
- 2) **You** will be reimbursed for the purchase or hire of essential items, including but not limited to clothing, medication and

toiletries, on **Your Trip**, up to:

- a) Baggage delay. £300 per person if **Your** checked in baggage has not arrived at **Your** destination airport within 4 hours of **Your** arrival;
- b) Extended baggage delay. An additional £750 per person if **Your** checked in baggage has still not arrived at **Your** destination airport within 48 hours of **Your** arrival.

### EXCLUSIONS

**General Exclusions to Worldwide Travel Insurance listed in Section 1.8 apply to all travel insurance benefits. The following exclusions apply only to this Travel Inconvenience Section 1.6.**

**You** will not be covered in respect of the following:

- 1) Under missed departure and missed connection, claims where insufficient time has been allowed to arrive at the departure point or to arrive to connect with **Your** ongoing journey by flight, train or ship.
- 2) Additional costs where the airline, train or ship operator has offered alternative travel arrangements or accommodation and these have been refused.
- 3) Baggage delay or extended baggage delay on the final leg of **Your** return flight.
- 4) Under baggage delay and extended baggage delay, items that are not immediately necessary for **Your Trip**.
- 5) Items purchased after **Your** baggage has been returned to **You**.
- 6) Failure to obtain a Property Irregularity Report from the relevant airline authorities confirming **Your** missing baggage at **Your** destination.

- 7) Where **You** voluntarily accept compensation from the airline in exchange for not travelling on an overbooked flight.
- 8) Costs which are recoverable from any other source.

### 1.7 Personal Accident whilst on a Trip

#### YOUR BENEFITS

This benefit only applies to accidents during a **Trip** caused by a sudden identifiable violent external event that happens by chance.

**You** will be covered for the following:

- 1) **£225,000** if **You** have an accident on **Your Trip** which within 365 days causes:
  - a) death;
  - b) the complete and permanent loss of Use of any limb;
  - c) the entire and irrecoverable **Loss of Sight**, loss of speech, or **Loss of Hearing**
  - d) **Permanent Total Disablement** confirmed by **Our Senior Medical Officer**.
- 2) The maximum amount that will be paid to **You**, or **Your** estate will be **£225,000** per **Trip**, unless **You** are on a **Public Vehicle** where the maximum amount is **£450,000** per Trip.
- 3) The benefit amount for the death of a **Child** under the age of 16 is reduced to **£10,000**.

#### EXCLUSIONS

**General Exclusions to Worldwide Travel Insurance listed in Section 1.8 apply to all travel insurance benefits. The following**

### **exclusions apply only to this Personal Accident Whilst On A Trip Section 1.7.**

**You** will not be covered in respect of the following:

- 1) Any claim related directly or indirectly to any physical defect, or infirmity, which existed before the start of **Your Trip**.
- 2) **You** suffering from sickness or disease not directly resulting from any illness or disease not directly resulting from a sudden identifiable violent external event that happens by chance.
- 3) Any accident whilst on an aircraft other than a scheduled flight operated by a licensed commercial airline Company.

### 1.8 General Exclusions to Worldwide Travel Insurance

The following exclusions apply to all of this Section 1 – Worldwide Travel Insurance.

**You** will not be paid for claims directly or indirectly as a result of:

- 1) Not following the advice or instructions of **Us** or **Our Senior Medical Officer**.
- 2) Participating in sports and activities which would not be considered usual holiday sports or participating in activities not included on the Sports and Winter Sports Activities list which is available by visiting [www.americanexpress.co.uk/insuranceportal](http://www.americanexpress.co.uk/insuranceportal)
- 3) Participating in or training for any professional sports.
- 4) Work-related accidents covered under **You** employer's liability insurance or workers' compensation programme.
- 5) Paid work with hands-on involvement in the installation, assembly, maintenance or repair of electrical, mechanical or hydraulic plant (other than in a purely managerial/supervisory, sales or administrative capacity), or the undertaking of any trade

- as a plumber, electrician, lighting or sound technician, carpenter, painter/decorator or builder, or manual labour of any kind.
- 6) Not taking reasonable care of **Yourself** and **Your** personal belongings.
  - 7) **Your** self inflicted injuries except when trying to save human life.
  - 8) **Your** injuries caused by **Your** negligence or failure to follow the laws and regulations of the country where **You** are travelling.
  - 9) Fear of flying or travelling on other modes of transport.
  - 10) **Your** suicide or attempted suicide.
  - 11) **Your** injuries or accidents which occur as a result of drug or alcohol abuse, or while under the influence of alcohol (above the local legal driving limit) or drugs unless as prescribed by a registered medical practitioner.
  - 12) Pre-existing medical conditions (other than those on the Accepted Conditions list which is available by visiting [www.americanexpress.co.uk/insuranceportal](http://www.americanexpress.co.uk/insuranceportal)) known to **You**, prior to booking **Your Trip**, for which **You**:
    - a) have attended a hospital as an in-patient during the last 12 months;
    - b) are awaiting test results or on a waiting list for an operation, consultation or investigation;
    - c) have commenced or changed medication or treatment within the last three months;
    - d) require a medical, surgical or psychiatric check up every twelve months or more frequently;
    - e) have been given a terminal prognosis;
  - f) know of any reason, which may necessitate any **Trip** to be cancelled or cut short.
  - 13) Travelling against the advice of a registered medical practitioner.
  - 14) Industrial action which has commenced or has been announced prior to booking **Your Trip**.
  - 15) **Trips** in, or booked to, locations where a government agency has advised against travel (except in relation to pandemics or known events – see exclusion 16) or which are officially under embargo by the United Nations other than as specifically covered in section: CANCELLING, POSTPONING AND ABANDONING **YOUR TRIP**.
  - 16) Any claim resulting from travel restrictions imposed by Governmental Offices relating to **Trips** booked after the World Health Organisation declaring a pandemic or known event.
  - 17) Any fraudulent, dishonest or criminal act committed by **You**, or anyone with whom **You** are in collusion.
  - 18) Confiscation or destruction of **Your** personal belongings by any government, customs or public authority.
  - 19) Terrorist activities except while on a **Public Vehicle**.
  - 20) Declared or undeclared war or hostilities.
  - 21) Actual or alleged exposure to biological, chemical, nuclear or radioactive material or substance.
  - 22) Costs which are recoverable from any other source.
  - 23) Travelling or attempting to travel without appropriate and valid travel documentation, including but not limited to passports

and visas.

Benefit	Information required
General	<ul style="list-style-type: none"><li>• <b>Your Card</b> number</li><li>• Proof that <b>You</b> were on a <b>Trip</b></li><li>• All documents must be original</li><li>• Completed claim form when needed</li><li>• The name of <b>Your</b> treating registered medical practitioner</li></ul>
Medical Assistance and Expenses	<ul style="list-style-type: none"><li>• Invoices and medical report detailing medical treatment and costs <b>You</b> have paid</li><li>• Any unused tickets</li></ul>
Cancelling, Postponing and Abandoning <b>Your Trip</b>	<ul style="list-style-type: none"><li>• Approved medical certificates</li><li>• Any unused tickets or <b>Trip</b> invoices</li><li>• Evidence from the appropriate organisation detailing the cause and duration of the delay if <b>You</b> abandon <b>Your Trip</b></li><li>• Booking and cancellation invoices from providers of services</li><li>• Independent documentation proving any non-medical reason for cancellation</li></ul>
Cutting Short <b>Your Trip</b>	<ul style="list-style-type: none"><li>• Approved medical certificates</li><li>• Any unused tickets or <b>Trip</b> invoices</li><li>• Invoices and receipts for costs <b>You</b> have paid</li><li>• Independent documentation proving any non-medical reason for cutting short <b>Your Trip</b></li></ul>

Benefit	Information required
Personal Belongings, Money and Travel Documents	<ul style="list-style-type: none"> <li>• Report from police or provider of accommodation or transport</li> <li>• Proof of ownership</li> <li>• Damaged personal belongings</li> </ul>
Car Rental Benefits – Theft and Damage	<ul style="list-style-type: none"> <li>• Rental agreement</li> <li>• Accident report</li> </ul>
Travel Inconvenience	<ul style="list-style-type: none"> <li>• Travel ticket</li> <li>• Public transport operator’s confirmation of delay, cancellation, missed connection or overbooking, and their confirmation that no alternative was made available within 4 hours</li> <li>• Airline confirmation (Property Irregularity Report) including details of baggage return date and time</li> <li>• Itemised receipts and proof of purchases made using <b>Your Card</b>. If You are not a <b>Cardmember</b> and not travelling with a <b>Cardmember</b>, and an alternative payment method has been used, <b>You</b> will still need to provide proof of purchase</li> <li>• Evidence from the appropriate organisation detailing the cause of the delay if <b>You</b> miss <b>Your</b> departure</li> </ul>
Personal Accidents	<ul style="list-style-type: none"> <li>• Evidence from the appropriate organisation detailing the accident</li> <li>• Approved medical reports</li> </ul>

24) **Your** failure to take, properly or at all, any vaccinations or medication advised for **Your Trip**.

## HOW TO CLAIM

### CLAIMS AND ASSISTANCE

If you need to submit a non-emergency insurance claim, please visit [americanexpress.co.uk/insuranceportal](http://americanexpress.co.uk/insuranceportal)

Alternatively please call the number on the back of your American Express Card.

### CLAIMS CONDITIONS AND REQUIREMENTS

- 1) All claims and potential claims must be reported within 30 days of the incident or event giving rise to the claim.
- 2) All Medical Assistance and Expenses costs must be approved in advance by **Us**.
- 3) **We** will only pay amounts if they are not covered by other insurance, state benefits or other agreements. **You** must inform **Us** of these and assist **Us** in seeking reimbursement where appropriate.
- 4) Interest will only be considered on claims if payment has been unreasonably delayed following **Our** receipt of all the required information.
- 5) Please ensure **You** keep copies of all documentation sent to substantiate a claim.
- 6) **You** will need to transfer to **Us**, on the claims handler's request and at **Your** expense, any damaged item, and assign to **Us** the legal rights to recover from the party responsible up to the amount that **We** have paid.

- 7) **If You** or any other interested party does not comply with the obligations as shown in these terms and conditions, **Your** claim may be declined. Should the event leading to the claim be caused deliberately, or in the event that **You** commit any fraudulent act, or refuse to follow the advice given by the claims handlers, then the claim may be denied.
- 8) **We** may require **You** to be examined by a medical practitioner or specialist appointed by **Us** to enable **Us** to assess a claim fully.
- 9) Please provide all the following items, information and documentation and anything else reasonably requested by **Us** in order to make a claim. These must be provided at **Your** own expense.

### WORLDWIDE TRAVEL INSURANCE

## POLICY CONDITIONS

### DURATION OF COVER

**You** are entitled to the insurance benefits under the group policies from the moment the Card is activated and for as long as the eligibility criteria stated at the beginning of these Policy Terms and Conditions continue to be met or until **We** withdraw or cancel the insurance benefits by notice to **You** or the **Company**.

### VARIATION OF COVER

**We** reserve the right to add to these **Policy Terms and Conditions** and/or make changes or withdraw certain insurance benefits:

1. For legal or regulatory reasons; and/or
2. To reflect new industry guidance and codes of practice; and/or



3. To reflect legitimate cost increases or reductions associated with providing this insurance; and/or
4. For any other legitimate commercial reason, for example in the event of a change of underwriter.

If this happens **We**, or **American Express** with **Our** authority, will write to **You** or the **Company** with details of the changes at least 60 days before they come into effect. **You** or the **Company** may cancel **Your Card** if **You** or the **Company** do not agree to any proposed changes.

### CANCELLATION OF COVER

If **We** decide to cancel a **Policy** under which insurance benefits are provided **We**, or **American Express** with **Our** authority, will write to **You** or the **Company** at the latest address held on file with full details. The **Policy** will then be cancelled no fewer than 60 days after the date of that letter.

### RIGHT TO CANCEL

**Your Company** may cancel this **Policy** by cancelling **Your Card** at any time.

### LAW AND LANGUAGE

This **Policy** shall be governed and construed in accordance with the laws of England and Wales and the courts of England and Wales alone shall have jurisdiction in any dispute. All communication of and in connection with the **Policy Terms and Conditions** shall be in the English language.

### TAXES AND COSTS

Other taxes or costs may exist or apply, which are not imposed by **Us**.

### ASSIGNMENT

**You** cannot transfer the insurance cover provided with **Your Card** to any other person.

### COMPLIANCE WITH POLICY REQUIREMENTS

Where **You** or **Your** personal representatives do not comply with any obligation to act in a certain way specified in this **Policy**, **We** reserve the right not to pay a claim.

### CONTRACTS (RIGHTS OF THIRD PARTIES) ACT

The Contracts (Rights of Third Parties) Act 1999 or any amendment thereto shall not apply to this **Policy**. Only an **Insured** and the **Insurer** can enforce the terms of this **Policy**. No other party may benefit from this contract as of right. The **Policy** may be varied or cancelled without the consent of any third party.

### REASONABLE PRECAUTIONS

**You** shall take all reasonable steps to avoid or minimise any loss or damage.

### CUSTOMER SERVICE AND COMPLAINTS

American Express and the Insurers are dedicated to providing a high quality service and aim to maintain this at all times. However, should **You** have a complaint, please contact American Express so **Your** complaint can be dealt with as soon as possible. Please contact in writing:

American Express Services Europe Limited  
Global Customer Research and Solutions  
Department 333

1 John Street  
Brighton  
BN88 1NH

Or telephone: Platinum Card Services on **0800 032 7646**  
(International **+44 1273 721 010**).

Europ Assistance strive to offer You the highest level of service. However, if You are unhappy, You must first send Your complaint by post to:

**INTERNATIONAL COMPLAINTS**  
**P.O. BOX 36009 – 28020 Madrid, Spain**

Or by e-mail to: [complaints@earefund.com](mailto:complaints@earefund.com)

**American Express** and **the Insurers** are members of the Financial Ombudsman Service (FOS) who may be approached for assistance if **You** are not satisfied with the response **You** receive. A leaflet explaining its procedure is available on request. Contact details are:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Tel: 0800 023 4567  
or +44 20 7964 0500 (from abroad)  
email: [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk)  
Website: [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

The existence of these complaints procedures does not affect **Your** statutory rights relating to this **Policy**. For more information on **Your** statutory rights, **You** should contact Citizens Advice.

### FINANCIAL SERVICES COMPENSATION SCHEME

American Express Services Europe Limited, Chubb European Group SE and Europ Assistance S.A. UK Branch are covered by the

FSCS. You may be entitled to compensation from the scheme if any party cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.

Financial Services Compensation Scheme  
PO Box 300  
Mitcheldean  
GL17 1DY

Telephone: 0800 6781 100 or +44 (0)207 7414 100  
Fax: 020 7892 7301  
Website: [fscs.org.uk](http://fscs.org.uk)

### DATA PROTECTION

Details of you, your insurance cover under this policy and your claims will be held by us, Europ Assistance S.A. UK Branch and Chubb, each acting as Data Controller of your personal data, for insurance benefits provided by them respectively under this policy.

Europ Assistance S.A. UK Branch is data controller for	Chubb is data controller for
Medical Assistance and Expenses, Cancelling, Postponing and Abandoning Your Trip, Cutting Short Your Trip, Personal Belongings and Money and Travel Documents insurance	Car Rental Benefits - Theft, Damage and Liability, Travel Inconvenience, and Personal Accident Whilst On A Trip insurance.

The below section references Chubb's Data Protection:

We use personal information which you supply to us in order to write and administer this policy, including any claims arising from

it. This information will include basic contact details such as your name, address, and policy number, but may also include more detailed information about you (for example, your age, health, details of assets, claims history) where this is relevant to the risk we are insuring, services we are providing or to a claim you are reporting. We are part of a global group, and your personal information may be shared with our group companies in other countries as required to provide coverage under your policy or to store your information. We also use a number of trusted service providers, who will also have access to your personal information subject to our instructions and control. You have a number of rights in relation to your personal information, including rights of access and, in certain circumstances, erasure. This section represents a condensed explanation of how we use your personal information. For more information, we strongly recommend you read our user-friendly Master Privacy Policy, available here: [www.chubb.com/uk-en/footer/privacy-policy.html](http://www.chubb.com/uk-en/footer/privacy-policy.html) You can ask us for a paper copy of the Privacy Policy at any time, by contacting us at [dataprotectionoffice.europe@chubb.com](mailto:dataprotectionoffice.europe@chubb.com)

The below section references Europ Assistance S.A. UK Branch's Data Protection:

### **Which legal entity will use Your personal data?**

The data controller is Your Insurer. Europ Assistance S.A. is a French limited company governed by the French Insurance Code, with headquarter at 2 rue Pillet-Will, 75009 Paris, France. The company is registered in the Paris Commercial and Companies Registry under number 451 366 405. It is underwriting this Policy through its Europ Assistance S.A. UK Branch, having its principal place of business 55 Mark Lane, London, EC3R 7NE.

If You have any questions about the processing of Your personal data or if You want to exercise a right regarding Your personal data, please contact the data protection officer at the following contact details:

Europ Assistance S.A 2 rue Pillet-Will, 75009 Paris, France  
Email: [EAGlobalDPO@europ-assistance.com](mailto:EAGlobalDPO@europ-assistance.com)

### **How do We use Your personal data?**

We collect and process Your personal data for different purposes.

To execute Your contract, We process Your personal data to:

- underwrite insurance and manage related risks,
- perform eligibility checks,
- administer Your insurance Policy, and
- manage Your claims and complaints.

To fulfil Our legitimate interests to protect and develop Our business,

We may also process Your personal data to:

- perform fraud prevention and management or/and prevent irregularities,
- conduct and manage customer satisfaction surveys and checks, and
- continuously improve the efficiency and the rapidity of Our claim management system (e.g. perform analytics, improve the user experience; debug and conduct research; provide customer service and training).

We perform a balance of interests to ensure that We carry on such processing activities in compliance with the General Data Protection Regulation (.

Finally, We may have to process Your personal data to comply with legal obligations in relation to:

- fight against Money laundering,
- fight against the financing of terrorism,
- international economic and financial sanctions.

### **Which personal data do We use?**

We process only personal data that is strictly needed for the above

purposes. In particular, We will process: name, contact details, and identification documents (for example, passport), bank details, any document You provide to Us to handle Your claim.

### **Sensitive personal data**

When We process sensitive personal data, such as health data, which requires higher levels of protection, We are required to have further legal grounds for collecting, storing and using this type of personal data. We justify Our use of sensitive personal data using one or more of the following additional lawful bases:

Consent: You have consented for Us to use collect and process Your sensitive personal data.

Protection of vital interests of You or another person, where You are unable to consent: processing is necessary to protect the vital interests of You or of another natural person where You are physically or legally incapable of giving consent.

Legal claims: where Your information is necessary for Us to establish, defend, prosecute or make a claim against You, Us or a Third Party.

In the substantial public interest: where the processing activity is necessary for reasons of substantial public interest, on the basis of EU/UK or other local law (as applicable).

### **Who do We share Your personal data with?**

We may share Your personal data with other Europ Assistance and Generali Group subsidiaries and external organizations such as Our auditors, reinsurers, co-Insurers, claims handlers, agents, and distributors that from time to time need to provide the services covered by Your Policy and other bodies that carry out technical, organizational and operational activity supporting the insurance. In some of these instances, the organisation in question may

considered to be a data controller (not acting on Our instructions) and will be primarily responsible for deciding how Your personal data is held and used once shared by Us, providing the appropriate information notices and obtaining consent (where applicable). We will also share certain relevant information about Your complaint (e.g. complaint status, type, reason) with AMERICAN EXPRESS to the extent that such information is needed to adequately perform the contract AMERICAN EXPRESS has with You.

### **Why is Your personal data is required?**

We collect and process Your personal data mainly to fulfil Our contractual obligations with You, but also for wider reasons such as to comply with Our legal obligations and/or for Our legitimate business interests set out above. If You choose to not provide Us with Your personal data, We may not be able to go ahead with the contract and provide the relevant services.

### **Where do We transfer Your personal data?**

We may transfer Your personal data to countries, territories or organizations that are outside the European Economic Area (EEA) or the UK and are not recognised as ensuring an adequate level of protection.. If this happens, the transfer of Your personal data to non-EEA/ non-UK organisations will take place in compliance with appropriate and suitable safeguards in line with applicable law. We will generally rely on the EU Standard Contractual Clauses (together with the UK International Data Transfer Addendum, where applicable). You have the right to obtain information and, where relevant, a copy of the safeguards We adopt for such transfers by contacting the data protection officer.

What are Your rights regarding Your personal data?

You can exercise the following rights regarding Your personal data: Access – You may request access to Your personal data.

Rectify – You may ask Us to correct personal data that is inaccurate or incomplete.

Erase – You may ask Us to erase personal data if one of the following

grounds applies:

- a. The personal data are no longer necessary for the purposes for which We collected or otherwise processed them.
- b. You withdraw consent for the purpose of the processing and there is no other legal reason for the processing.
- c. You object to automated decision-making and there are no overriding legitimate grounds for Our processing, or You object to Our processing for direct marketing.
- d. We have processed Your personal data unlawfully.
- e. We should erase Your personal data to comply with Our legal obligations under European Union or Member State law to which We are subject.

Restrict – You may ask Us to restrict how We process Your personal data where one of the following applies:

- a. You contest the accuracy of Your personal data, for a period until We can verify their accuracy.
- b. The processing is unlawful and You oppose the erasure of the personal data and request restriction of their use instead.
- c. We no longer need the personal data for processing, but You want the personal data to establish, exercise or defend legal claims
- d. You object to processing under the right to object to automated decision-making, and You ask Us to restrict Our use until We have verified whether We have legitimate grounds to override Your right to object.

Portability – You may ask Us to transfer Your personal data to another organisation or ask to receive Your personal data in a structured, commonly used and machine-readable format.

Object - when We process Your personal data to fulfil Our legitimate interest, including for direct marketing purposes, You have the right to object to such processing of Your personal data and request Us to stop these processing activities.

Withdraw consent – You may withdraw Your consent, at any time, for the processing of Your personal data for which You have provided consent before. If You withdraw Your consent, We might no longer be able to proceed with Your claim.

You can exercise Your rights by contacting Our data protection officer at:

EAGlobalDPO@europ-assistance.com

You may exercise Your rights free of charge unless Your requests are plainly unfounded or excessive.

### **Which are Your rights if We use automated decisions-making processes?**

To handle Your claim and get back to You more rapidly, We are using a claim management system that scans and analyses the content of Your claim and the supporting documents. The assessment of Your claim is therefore fully automated and there is no human intervention in the decision-making process. Based on the reading and interpretation of the supporting documents You provided, the claim management system will assess whether Your claim meets the terms and conditions of Your Policy and whether to accept or reject Your claim, in full or in part.

We regularly audit Our claim management system to ensure it remains fair, effective and accurate.

In all cases, You have the right to obtain an explanation of the decision regarding Your claim, challenge it and request that one of Our operators reviews the decision manually. To do so, You can call at +44 (0)1273 696 933, as You can always do for manual claims handling.

We will also use Your personal data to continuously improve the efficiency and the rapidity of Our claim management system. You have the right to ask Us not to use Your personal data for this specific purpose.

### **How can You make a complaint?**

If You are not satisfied of the answers We provided to You, You have the right to complain to the supervisory authority whose contact information is below:

#### **French authority:**

Commission Nationale de l'Informatique et des Libertés (CNIL)  
3 Place de Fontenoy  
TSA 80715  
75334 PARIS CEDEX 07  
France  
[www.cnil.fr](http://www.cnil.fr)

#### **UK authority:**

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF  
Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)  
Web: <https://ico.org.uk/>

### **How long do We retain Your personal data?**

We will retain Your personal data for as long as is necessary for the purposes set out above, or for as long as the law requires.

### **MATERIAL DISCLOSURE**

It is **Your** responsibility to provide full and accurate information to **Us** and American Express when **You** take out **Your** Card and throughout the life of the Policy. It is important that **You** ensure all statements **You** make on your application form, over the telephone, on claim forms and other documents are full and accurate. Failing to provide information when requested could affect the validity of this **Policy** and may mean that all or part of a claim may not be paid.



GLOBAL  
CORPORATE PAYMENTS

American Express Services Europe Limited has its registered office at Belgrave House, 76 Buckingham Palace Road, London SW1W 9AX, United Kingdom. It is registered in England and Wales with Company Number 1833139 and authorised and regulated by the Financial Conduct Authority.