

Customer information and General Terms and Conditions Business Travel Insurance

Information for customers in accordance with the VVG (the Swiss law governing insurance contracts)

The following information for customers provides a clear and concise overview of the identity of the Insurer and the most important points contained in the insurance contract (Art. 3 of the Swiss law governing insurance contracts, the VVG). The content and extent of the rights and obligations arising out of the insurance contract are set out exclusively in the policy and the General Terms and Conditions of Insurance.

Who is the Insurer?

The insurer is AWP P&C S.A., Saint-Ouen (Paris), Wallisellen Branch (Switzerland), hereinafter called Allianz Global Assistance or AGA. The company headquarters are at Hertistrasse 2, 8304 Wallisellen. In matters relating to legal protection insurance, the Insurer is CAP Rechtsschutz-Versicherungsgesellschaft AG, based at Neue Winterthurerstrasse 88, 8304 Wallisellen, Switzerland.

Who is the Beneficiary?

The Beneficiary is the person designated as such in the policy.

What risks does the insurance cover, and what is the scope of the insurance protection?

The insured risks and the scope of insurance cover and any exclusions are set out in each policy and the General Terms and Conditions of Insurance. A summary description of the various insurance components is set out below for easier understanding:

– Cancellation costs

Cover extends to the cancellation costs incurred by the insured (up to the maximum sum insured set out in the insurance policy), in the event that the insured cannot travel on the booked trip and so cancels due to severe illness or accident, death, pregnancy complications, severe damage to property at home, delay and failure of the means of transport on arrival, hazards at the travel destination (war, terrorist attacks, civil unrest, natural disasters), strikes, unemployment or unexpected taking up of employment. If the journey is delayed due to an insured event then cover extends to additional travel expenses related to the late departure.

– Assistance

Cover extends to the organization and costs of transporting the insured to the nearest hospital, transportation to a hospital or to his/her place of residence (with or without medical accompaniment), if the insured person during the journey becomes gravely ill or is seriously injured or if there is a medically confirmed, unexpected worsening of a chronic condition. Cover also extends to the organization and costs of the extra return journey of a fellow passenger or a family member due to breaking off the trip, when breaking off the trip is due to illness, accident or death of a closely connected person or the insured's deputy at the workplace who were not travelling with the insured, or due to severe damage to the insured's property at his/her place of residence, or due to civil unrest, terrorist attacks, natural disasters or strikes at the travel destination. In addition cover extends to the organization and costs of repatriation in the event of death. A restricted amount of cover applies to certain benefits

– Search and rescue costs

Cover extends to search and rescue costs (up to the amount of the sum insured set out in the summary of insurance benefits), in the event the insured goes missing during the trip abroad, or is recovered from a physical emergency.

– Flight delay

Cover extends to the expenses incurred for hotel, rebooking or telephoning (up to a maximum of the sum insured set out in the summary of insurance benefits) in the event of missing a connecting flight due to a delay of at least three hours.

– Private Medical

Cover extends to medical expenses (up to a maximum of the sum insured set out in the summary of insurance benefits) for medical treatment necessary in the event of disease or accident suffered by the insured during the trip abroad. This insurance cover shall rank as secondary to the statutory social insurance system (health and accident insurance, etc.) and any other insurance.

– Travel baggage

Cover provides for compensation (up to a maximum of the sum insured set out in the summary of insurance benefits) of property for personal use carried with the insured or entrusted to a transport company that is stolen, damaged or destroyed during the trip, or lost or damaged during transit with a transport company. A restricted amount of cover applies to certain property, events or benefits. Per case a deductible of CHF 200.- shall apply.

– Accident benefit

Cover provides for payment of a lump sum benefit (in the amount of the sum insured set out in the summary of insurance benefits) in the event of death or disability resulting from an accident. If an insured event involves several insured persons then the total benefit payable for all insured persons shall be limited to a maximum of CHF 10,000,000.-. If the total of all individual claims exceeds this maximum amount then it will be allocated pro rata.

Who are the people covered by the insurance?

In the case of insurance policies with durations of one year (annual insurance policies), the policy will specify whether the insurance protection applies to the Beneficiary alone (single person) or for the Beneficiary and the people living in the same household as the Beneficiary, together with any under-age children who do not live in the same household (family insurance).

The insured individuals are solely those listed in the policy and the General Terms and Conditions of Insurance.

Duration and geographical scope of the insurance cover

Insurance cover is valid worldwide for the period of insurance. This is without prejudice to local restrictions set out in the policy special conditions and relating to individual insurance components (e.g. Automobile assistance applies only in Europe) as well as to insurance cover that conflicts with economic or trade sanctions or embargoes imposed by the United Nations, the European Union, the United States of America or Switzerland.

What are the important exclusions?

The following list contains only the most significant exclusions to insurance cover. Other exclusions are contained in the exclusion paragraphs ("non-insured events and services") set out in the General Terms and Conditions of Insurance and the VVG:

- *There is, as a matter of principle, no insurance cover for any of the insurance components for events that had already occurred at the time of taking out the insurance, or at the time of booking the travel package or at the time of beginning the trip; the same applies to events that were known on taking out cover, on booking the trip or on beginning the trip.*
- *There is no insurance cover for events such as the misuse of alcohol, drugs or medicines, suicide or attempted suicide, participation in strikes or civil unrest, races and training with motor vehicles or boats, participation in risky acts, in which the person knowingly runs a risk or engages in grossly negligent or wilful misconduct.*
- *The following are also excluded from insurance cover: war, terrorist attacks, disturbances of all kinds, epidemics, pandemics, natural disasters and incidents with nuclear, biological or chemical agents as well as their consequences. In addition cover does not extend to the consequences of events involving regulatory decisions, such as confiscation of property, imprisonment, restrictions on leaving the country or closure of airspace.*
- *Under the component **Cancellation costs** there is no insurance cover in particular for "poor healing", etc. i.e. for illnesses or the consequences of an accident, an operation or medical treatment that have already occurred at the time of booking the travel packages or when taking out cover and which have not yet healed on the date of travel. The same applies to cancellation by a tour operator, or administrative orders, or illness/injury that is not confirmed medically at the time of the occurrence or psychological reactions to potential dangers, such as fears of civil unrest, terrorism, natural disasters, or fear of flying.*
- *Under the component **Assistance** no services will be provided, in particular if the AGA Emergency Hotline has not given its prior approval to those services. The same applies in the event of total or partial non-performance of contractual services on the part of the responsible tour operator.*

How can we help?

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- Under the **Private medical** component no cover exists for accidents and illnesses that were already present when the insurance cover started, together with their consequences, complications, worsening or relapse, particularly also for chronic and repeated illnesses, and independently as to whether they were already known to the insured person at the time the insurance cover started or not.
- The following, in particular, are not insured under the **Baggage** component: all types of software, valuables, which are left in a vehicle; film, photo and video equipment; jewellery and furs, for as long as these are travelling by public transport and come within the responsibility of the travel company as well as glasses (for damage or destruction); the same applies for damage due to the insured disregarding the general duty of care; leaving property, even for a short time, in a public place outside of the direct personal control of the insured person or mislaying or losing property or leaving it behind.
- Under the **Accident benefit** component there is no cover, in particular, for accidents when driving a motor vehicle, for which the insured person does not meet the legal requirements. There is no cover for accidents involving parachuting or piloting any type of aircraft; and accidents whilst carrying out a manual job.

What are the duties of the Beneficiary and the insured individuals?

The following list only contains the most common duties. Further duties are set out in the General Terms and Conditions of Insurance and the VVG:

- Under cover for **Cancellation costs** on occurrence of the insured event, the booked journey must be cancelled with the tour operator or renter/course organisers and then declared in writing to AGA with the necessary documents (cf. THE GENERAL TERMS AND CONDITIONS OF INSURANCE paragraph II A1 6) (contact details see AVB paragraph I 12).
- Under cover for **Assistance** on occurrence of the insured event, the AGA Emergency Hotline must be informed immediately and their approval obtained for any assistance measures to be taken and/or for the cost of these. The AGA Emergency Hotline is available round the clock (conversations with the hotline are recorded): Tel. +41 44 202 00 00 / Fax +41 44 283 33 33 The same applies to a part of the services (search and rescue costs; medically prescribed repatriation, repatriation in the event of death) and consent to treatment as a private patient under **Private Medical** cover.
- Under cover for **Baggage**, the cause, circumstances and extent of an event must be certified immediately and in detail (by the nearest police station in the event of theft or robbery, by the responsible third party or the travel/hotel management in the event of damage or the relevant public transport company in the event of loss or late delivery). The amount of the loss must be proven by original receipts.
- Claims under the covers for **Search and rescue costs**, **Flight delay**, **Private Medical**, **Baggage** and **Accident benefit** must be notified to AGA (in writing and without delay enclosing the necessary documents laid down in the special conditions to each of the individual insurance components (contact details as per the General Terms and Conditions of Insurance (paragraph I 12).
- In any case, the insured person is obliged to do everything possible to reduce and clarify the loss. In the event of a loss involving injury or illness, the insured must ensure that the doctors are released from their duty of confidentiality regarding AGA.
- If the person with the right to claim violates his/her obligations, AGA can refuse or reduce its benefits.

How much is the premium?

The level of the premium depends on the insured risks in each case, and on the cover required. The level of the premium will be defined at the time of application, and is set out in the policy.

When does the insurance cover begin and end?

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

Insurance policies with durations of one year (annual insurance policies) will be automatically extended by a further year when they expire, provided neither the Beneficiary nor AGA have terminated the policy by giving notice of three months before term, in writing.

Insurance policies with durations of less than one year (short-term insurance policies) end on the termination date defined in the application and set out in the policy.

Insurance policies may be terminated prematurely, in principle, especially on the following grounds:

- After a loss, for which the insurer has provided services, provided that termination by the insurer takes place not later than at the time of payment in cash or settlement of the loss (e.g. assistance/legal protection) or termination by the Beneficiary occurs no later than 14 days after having knowledge of the payment or settlement of the loss.
- If the insurer increases the premium. Termination by the Beneficiary must in this case be delivered to the insurer no later than the last day before application of the new premium.
- Termination by the insurer in the case of an insurance fraud.

This list only contains the most common causes of termination. Further causes of termination can be set out in the General Terms and Conditions of Insurance and the VVG.

How does AGA handle information?

The processing of personal data is essential to the transaction of insurance business. In the processing of personal data AGA complies with the Swiss Data Protection Act (DPA). If necessary, AGA obtains any required permission to data processing from the claims notification form.

The personal data processed by AGA includes data relating to policy issue and policy / claims handling. In the first instance, information on the Beneficiary and/or the insured is taken from the proposal form and the claims declaration. In the interest of all Beneficiaries, under certain circumstances, data is also exchanged with previous domestic and foreign insurers and with reinsurers. AGA also processes personal data in connection with product enhancements, as well as for its own marketing purposes.

In order to offer value-for-money comprehensive insurance cover, AGA services may partly be provided by legally independent firms both domestically and abroad. These may be Allianz Group companies or partners. For the purposes of fulfilling its contractual obligations, AGA is bound to exchange data both within the group and outside.

AGA stores data electronically or physically in compliance with the legal provisions.

Persons whose personal data are processed by AGA, have the right in accordance with the DPA, to ask whether, and what data concerning them AGA actually processes; they may also request rectification of incorrect data.

Contact address for complaints

Allianz Global Assistance
Complaint Management
Hertistrasse 2
P.O. Box
CH-8304 Wallisellen

Summary of Insurance Benefits

Insurance components		Benefit	Maximum sum insured (SI)	
A	Cancellation costs	Trip cancellation and delayed start to trip	per event	CHF 5,000.–
B	Assistance	Repatriation under medical supervision, additional return journey, trip cancellation, trip interruption	per event	unlimited
C	Search and rescue costs	Search and rescue costs	per event	CHF 30,000.–
D	Flight delay	Expenses for hotel, rebooking and telephone when a connection flight is missed	per case	CHF 2,000.–
E	Private Medical	Payment of costs not covered by health or accident insurance	per case	CHF 500,000.–
F	Baggage	Robbery, theft, loss, damage or destruction. A restricted amount of cover applies to certain benefits	per event	CHF 2,000.–
G	Accident benefit	Death/disability as a result of an accident	per person	CHF 200,000.–

Summary of services not reimbursable

Service components	Services
H Travel Hotline	Telephone travel information, hospitals and for minor medical problems
J 24-hour medical advisory service	Telephone information about minor medical problems in the country of travel
K Credit and customer cards barring service	Barring of credit, bank and post cards and customer cards after theft, robbery or loss
L Mobile phone barring service	Barring mobile phones after theft, robbery or loss
M Home Care	Provision of telephone numbers of workmen in case of emergencies at home
N Interpreting Service	Telephonic Interpreting Service

General Terms and Conditions of Insurance

The insurance cover provided by AWP P&C S.A. Saint-Ouen (Paris), Wallisellen branch (Switzerland), hereinafter Allianz Global Assistance or AGA is defined in the insurance policy and the following General Terms and Conditions of Insurance (GTC).

I	Common provisions relating to all components of insurance	3
II	Special provisions relating to the individual components of insurance	4
A	Cancellation costs	4
B	Assistance	5
C	Search and rescue costs	7
D	Flight delay	7
E	Private Medical	7
F	Travel baggage	8
G	Accident benefit	9
III	Special conditions relating to individual Service components	10
H	Travel Hotline	10
J	24-hour medical advisory service	10
K	Credit Card and Customer Card Barring service	10
L	Mobile phone barring service	10
M	Home Care	10
N	Interpreting Service	10

I Common provisions relating to all components of insurance

The common provisions for all components of insurance only apply to the extent that there are no contrary provisions in the Special Provisions to the individual insurance or service components.

1 Insured persons and insured object

- 1.1 The insurance covers whoever is listed in the insurance policy.
- 1.2 The insurance covers those people listed in accordance with paragraph I 1.1 if they have their permanent residence in Switzerland.
- 1.3 The insurance only covers business trips lasting up to a maximum of 31 days. If the trip is longer than this duration, insurance cover will stop at the end of this period.

2 Geographical scope

Subject to provisions to the contrary in the special conditions relating to the individual insurance and/or service components, the insurance provides cover worldwide.

3 Renewal of insurance cover (annual policies)

- 3.1 Annual insurance policies are valid for 1 year from the commencement of insurance set out in the policy. Subject to paragraph I 3.2, upon expiry, they are extended automatically by another year in each case, provided neither the insured person nor AGA have terminated the contract by giving a period of notice of 3 months in writing before renewal date.
- 3.2 If the Beneficiary moves his/her residence abroad in the course of policy validity then the policy shall expire at next renewal following the change of residence. From the date of transfer of residence, insurance cover shall only be valid until the expiry date for trips booked in Switzerland.

4 Obligations in the event of loss/damage

- 4.1 The insured person has a duty to do everything possible to minimise the loss/damage and to clarify it.
- 4.2 The insured person has a duty to undertake in full his/her contractual or legal obligations with regard to notification, information or conduct (including immediate prompt notification of the insured event to the contact address specified in paragraph I 12).
- 4.3 If the loss/damage has arisen as a result of illness or injury, the insured person must ensure that the medical personnel providing treatment are freed from their duty of confidentiality with regard to AGA.
- 4.4 If the insured person is also able to assert claims against third parties for which AGA has provided a settlement then he/she must safeguard these claims and subrogate them to AGA.
- 4.5 The AGA claims notification form may be downloaded from <http://www.allianz-assistance.ch/file-a-claim>.

5 Violation of obligations

If the person with the right to claim violates his/her obligations, AGA can refuse or reduce its benefits.

6 Non-insured events and benefits

- 6.1 *If an event has already taken place at the time the contract is concluded or the trip is booked or at the time the booked services commence, or if the event was discernible for the insured person at the time the contract was concluded or the trip was booked or at the time the booked services commence, there will be no right to claim benefit.*
- 6.2 *Events are not insured if they have been caused by the insured person as follows:*
 - Misuse of alcohol, drugs or medical products
 - Suicide or attempted suicide
 - Participation in strikes or unrest
 - Participation in competitions and training sessions involving motor vehicles or boats
 - Participation in actions involving risks, where the Beneficiary knowingly exposes himself/herself to danger
 - Grossly negligent or pre-meditated conduct/omission
 - Committing or attempting to commit crimes or offences
- 6.3 *The insurance does not cover activities related to an insured event, e.g. costs of replacement of the insured items or police-related matters.*
- 6.4 *The insurance does not cover the following events or their consequences: war, terrorist attacks, unrest of any kind, epidemics, pandemics, natural catastrophes and incidents involving atomic, biological or chemical substances.*

- 6.5 *The insurance does not cover the consequences of events caused by official decrees, e.g. confiscation of assets, imprisonment, ban on leaving the country or closure of air space.*
- 6.6 *If the purpose of the trip is for medical treatment.*
- 6.7 *If the certifier (expert, doctor, etc.) is a direct beneficiary or relative of the insured person by blood or by marriage.*
- 6.8 *The insurance does not cover costs relating to kidnappings.*
- 6.9 *There is no insurance cover if economic, trade or financial sanctions or embargoes of Switzerland are directly applicable to the parties to the policy and which prevent the operation of insurance cover. This also applies to economic, trade or financial sanctions or embargoes, imposed by the United Nations, the European Union or the United States of America, to the extent they do not contradict Swiss legislation.*

7 Definitions

- 7.1 **Closely connected persons**
Closely connected persons are:
- Relatives (spouses, parents, children, parents-in-law, grandparents and siblings)
 - Personal partners and their parents and children
 - Carers of under-age children or relatives who are in need of care and are not travelling with the insured person
 - Very close friends, with whom there is intensive contact
- 7.2 **Switzerland**
For the purposes of insurance cover Switzerland is deemed to mean Switzerland and the Principality of Liechtenstein.
- 7.3 **Damage by the elements**
Damage by the elements covers loss or damage caused by events involving the elements, such as high water levels, floods, storm (wind speeds of at least 75 km/h), hail, avalanche, weight of snow, rock slip, rock fall or landslide. Damage caused by earthquakes or volcanic eruptions does not count as damage by the elements.
- 7.4 **Monetary assets**
Monetary assets are cash, credit cards, securities, savings books, precious metals (as reserves, bullion or retail goods), coins, medals, loose precious stones and pearls.
- 7.5 **Business trip**
A business trip includes a stay of more than one day's duration away from the usual place of residence, or a shorter trip at a location at least 30 km away from the usual place of residence, excluding journeys to work. The maximum duration of a trip within the meaning of these General Terms and Conditions is limited to a total of 31 days. Any reference to trips in the following GTI applies exclusively to business trips.
- 7.6 **Travel company**
A travel company (travel organiser, travel agent, airline, car hire company, hotels, course organiser etc.) includes any company that, based on a contract, provides travel services with and for the insured person.
- 7.7 **Public conveyance or means of transport**
A public conveyance or means of transport is a method of transport that travels regularly, on the basis of a timetable, and for which a ticket has to be purchased. Taxis and hired vehicles do not count as public means of transport.
- 7.8 **Breakdown**
A breakdown is a sudden, unforeseen failure of the insured vehicle as a result of an electrical or mechanical defect, which makes it impossible to continue the journey, or which would make it illegal to continue the journey. The following are put in the same category as a breakdown: tyre faults, lack of fuel, vehicle keys locked in the vehicle and discharged battery. Loss of or damage to the vehicle key and incorrect fuel do not count as a breakdown and are not covered by insurance.
- 7.9 **Personal injury**
An injury is the sudden, unintended damaging effect of an unusual factor on the human body.
- 7.10 **Motor vehicle accident**
An accident is any damage to the insured vehicle, caused by a sudden violent external event, which makes it impossible to continue the journey, or which would make it illegal to continue the journey. In particular, this includes events caused by impact, collision, turning over, crashing, subsidence and immersion.
- 7.11 **Severe illness / Severe consequences of injury**
Illnesses and/or consequences of injury are regarded as severe if they result in a temporary or permanent inability to work, or if they cause an absolute inability to travel.

8 Premium adjustment (annual policies)

AGA reserves the right to adjust premiums on annual policies and is entitled accordingly to request an increase in premium (only on annual policies). In such instances AGA shall notify the Beneficiary in writing no later than 30 days before the date of application of the new premium. The Beneficiary has the right to terminate the contract at that point in time at which the new premium would be applied. Termination notice by the Beneficiary is valid, provided it is received by AGA up to the last day before application of the new premium.

9 Existence of more than one policy, claims against third parties

- 9.1 In cases of (voluntary or mandatory) other insurance AGA provides services on a subsidiary basis, unless there is an identical paragraph in the other insurance policy. In such cases the statutory regulations on double insurance shall apply.
- 9.2 If an insured person has an entitlement under a different contract of insurance (voluntary or compulsory insurance), the cover is limited to that part of AGA benefits that exceeds that provided by the other insurance contract. Overall costs will only be reimbursed one single time.
- 9.3 If, despite subsidiary status, AGA has nevertheless provided benefits these shall be regarded as an advance payment, and the insured person and/or beneficiary shall subrogate his/her entitlement to claim against the third party (voluntary or compulsory insurance) over to AGA to the same extent.
- 9.4 If the insured person eligible claimant receives compensation from a liable third party liable or their insurer, then no compensation is due under this policy. If action is taken against AGA instead of the liable party then the insured and/or the eligible claimant must subrogate their liability claim over to AGA up to the amount of the compensation received.

10 Period of limitation

The period of limitation for claims resulting from the insurance contract is 2 years from the time of the event upon which the duty to provide the benefit is based. (Exception: Accident benefit, here the limitation period is five years.)

11 Place of jurisdiction and applicable law

- 11.1 Actions against AGA may be filed in the court at the company's headquarters, or at the Swiss place of residence of the insured person or the person with an entitlement to claim.
- 11.2 The Swiss law governing the insurance contract (the Bundesgesetz über den Versicherungsvertrag, or VVG) is applied as a supplement to these provisions.

12 Contact address

Allianz Global Assistance, Hertistrasse 2, P.O. Box, 8304 Wallisellen
info@allianz-assistance.ch

In case of linguistic divergences between the French, Italian, English and German General Contract Conditions, the German version shall prevail.

II Special provisions relating to the individual components of insurance

A Cancellation costs

1 Scope in terms of time

Insurance protection begins on the day on which the insurance policy is issued, and ends when the insured trip begins. The beginning of the trip is taken as the time the insured person enters the booked means of transport, or the booked accommodation (hotel, holiday home, etc.), if no means of transport has been booked.

2 Sum insured

The sum insured is given in the Overview of insurance benefits.

3 Insurance services

3.1 Cancellation costs

If the insured person cancels the contract with the travel company as a result of an insured event, AGA will pay the contractually owed cancellation costs, up to the amount of the agreed sum insured. Where tickets for an event are not part of a package, an excess of CHF 50.- will be deducted per ticket. Costs charged to the insured person for transfers made following the cancellation of services will be covered only if the transfer concerned is due to an insured event in accordance with paragraph II A 4. No compensation will be paid for costs, charges or a reduction in credit in connection with the loss or lapse of Air Miles, prize winnings or other usage rights (time-sharing, etc.).

3.2 Delay to start of trip

If the insured person suffers a delay to the start of the trip as a result of an insured event, AGA will pay the following costs instead of the costs of cancellation (up to a maximum of the level of the cost of a cancellation):

- the additional travel costs arising in relation to the delayed departure.
- the cost of the unused part of the stay, proportionally to the insured package price (excluding transport). The date of departure is regarded as a used day of the package.

3.3 The expenses of disproportional or repeated administrative costs or for the insurance premium will not be reimbursed.

4 Insured events

4.1 Illness, injury, death and pregnancy

4.1.1 Severe illness, severe injury, complications of pregnancy or death of the following persons (in so far as the relevant event has arisen after the time of booking or taking out insurance)

- the insured person;
- a person who is closely connected to the insured person, but who is not travelling with the insured person;
- a person deputising for the insured person at his/her place of work, if the presence of the insured person is indispensable.

4.1.2 Cover for psychological illness only applies as and when:

- the inability to travel and work is certified by a psychiatrist, and
- the inability to work is proven by providing a confirmation of absence from the employer.

4.1.3 In the event of chronic illness, insurance protection only applies if the trip has to be cancelled as a result of an unexpected acute worsening, as certified by a doctor. It is a prerequisite that the state of health of the insured person was stable and that the person was evidently fit to travel at the time of booking or conclusion of insurance contract.

4.1.4 In the event of pregnancy, insurance protection only applies if the pregnancy occurred after the time of booking the trip or conclusion of insurance contract, and if the date of return is after the 24th week of pregnancy, or if the pregnancy has occurred after the time of booking the trip or conclusion of insurance contract, and a vaccination that would present a risk to the unborn child is recommended for the destination of travel.

4.2 Damage to property at the place of residence

If there has been serious damage to the property of the insured person at his/her permanent place of residence as a result of theft, fire or damage by the elements, and the presence at home of the insured person is therefore indispensable.

4.3 Delay and failure of the means of transport for the outward journey

If it becomes impossible to start the booked trip as a result of a delay or failure of the means of public transport used on the outward journey to reach the point of departure anticipated in the travel package.

4.4 Failure of the vehicle on the outward journey

If the private vehicle or taxi becomes undrivable during the direct trip to the point of departure anticipated in the travel package, as a result of an accident or breakdown. Problems with keys and fuel are not covered by insurance.

4.5 Strikes

If a strike (except strike by the tour operator and/or their service providers) renders the trip impossible.

4.6 Dangers at the destination of travel

If war, acts of terror, unrest of any kind or natural catastrophes at the destination of travel place the life of the insured person in danger, and advice against undertaking the trip is issued by an official Swiss authority (the Swiss department for foreign affairs, the Federal Department of Foreign Affairs (DFA)).

4.7 Unemployment / unexpected start of a new job

If the insured person within the 30 days prior to the departure date unexpectedly starts a new job assignment or if the unexpected taking up of employment occurs during the travel period or else if the insured person through no fault of his/her own is made redundant before departure.

4.8 Summons from the authorities

If the insured person unexpectedly receives a summons to appear as a witness or as a juror in a court. The court dates must lie within the period of travel.

4.9 Theft of passport or identity card

If the passport or the identity card of the insured person is stolen immediately before departure, making it impossible to start the trip. NB: Emergency passport offices are located at various airports.

5 Non-insured events and benefits (as a supplement to Paragraph I 6: Non-Insured events and benefits)

5.1 Poor course of recovery

If an illness or the consequence of an accident, an operation or a medical intervention already exists at the time of booking the trip or conclusion of insurance contract, and recovery is not complete by the date of travel. If recovery from the consequences of an operation/medical intervention already planned at the time of booking the trip or conclusion of insurance contract, but not undertaken until afterwards, is not complete by the date of travel.

5.2 An insured event that has not been established and certified by a doctor immediately before starting the trip

If an event listed under paragraph II A 4.1 has not been determined and certified by a doctor's certificate mentioning the diagnosis, immediately before starting the trip.

5.3 Cancellation by the travel company

If the travel company cannot fulfil the contractual benefits in full or in part, or cancels the trip, or has to cancel as a result of the actual circumstances, and has to reimburse the costs of benefits not provided on statutory grounds. The actual circumstances, as a result of which the trip would have to be cancelled, would include advice from the Federal Department of Foreign Affairs (DFA) against travel to the affected area.

5.4 Official directives

If official directives make it impossible to carry out the booked trip according to plan.

5.5 Cancellation costs are not insured if the circumstances point to the fact that cancellation is the result of a psychological reaction to a health hazard, a terrorist act, an aircraft accident or a natural disaster or is due to the fear of unrest, war, acts of terrorism or is a result of the fear of flying.

6 Obligations in the event of loss/damage (as a supplement to Paragraph I 4: Obligations in the event of loss/damage)

In order to be able to call upon the AGA benefits, the insured or the person with the entitlement to claim must cancel the booked trip with the travel company or the person who is renting immediately upon the occurrence of the insured event, and then notify AGA of the loss/damage in writing (see paragraph I 12). The following documents must be submitted:

- Insurance certificate or the insurance policy
- AGA claims notification form
- Cancellation cost invoice
- Booking confirmation
- Documents and/or official certificates that confirm that the loss/damage has actually occurred (e. g. detailed medical certificate with diagnosis, employer's certificate, police report, etc.)

B Assistance

1 Sums insured

The sums insured are given in the Overview of insurance benefits.

2 Insured events and benefits

In order to claim AGA benefits, on occurrence of the insured event, the insured or eligible beneficiary must inform the AGA Emergency Hotline immediately and obtain their approval for any assistance measures to be taken and/or for the cost of these. The AGA emergency hotline is available round the clock (conversations with the emergency hotline are recorded):

Tel. +41 44 202 00 00

Fax +41 44 283 33 33

In the case of medical benefits, the AGA doctors have the sole right to decide upon the type and timing of the measures undertaken.

- 2.1 Assistance benefits
- 2.1.1 Transfer to the nearest suitable hospital
If the Insured Person falls seriously ill or is seriously injured during the travel, or if a medically certified unexpected deterioration of a chronic affliction occurs, AGA shall, on the basis of an appropriate medical report, organise and pay for transfer to the nearest suitable hospital for treatment.
- 2.1.2 Repatriation with medical care to a hospital at the place of residence
If medically necessary, AGA will organise and pay for repatriation with medical care to a suitable hospital for treatment at the Insured Person's home address on the same conditions as are set out in paragraph II B 2.1.1.
- 2.1.3 Repatriation without medical care to the place of residence
AGA shall organise and pay for repatriation without accompanying medical care to the Insured Person's home address on the basis of appropriate medical evidence and subject to the conditions stipulated in paragraph II B 2.1.1.
- 2.1.4 Premature return travel caused by the illness, injury or death of a closely connected person at home, or deputising person at the place of work
If a closely connected person at home or a deputy at the place of work becomes severely ill, is severely injured or dies, AGA will organise and pay for the extra costs for the additional return journey (first class train ticket, economy class air ticket) to the permanent place of residence of the insured person.
- 2.1.5 Premature return travel for other important reasons
If an Insured Person's property is seriously damaged at home as a result of theft, fire, water or elemental damage, AGA will organise and pay the extra costs (first class rail, economy class air ticket) for the insured person or the insured family member to return to their place of residence.
- 2.1.6 Temporary return travel
AGA organises and pays, for the same reasons as under paragraphs II B 2.1.4 and II B 2.1.5, the return travel (first class train ticket, economy class air ticket) for an insured person to their place of residence (outward and return trip). The costs for the unused part of the trip will not be reimbursed.
- 2.1.7 Repatriation of the body in the event of death
If an insured person dies, AGA will pay for the costs of cremation away from the home nation, or the extra costs to fulfil the international agreement on the conveyance of corpses (minimum requirements such as a lead coffin or lining) plus the return carriage of the coffin or urn to the last place of residence of the insured person. Disposal of the lead coffin is also covered.
- 2.1.8 Return travel caused by unrest, terrorist attacks, natural catastrophe or strike
If it can be proven that unrest, terrorist attacks, natural catastrophes or strikes at the destination of travel make it impossible for the trip to continue, or put the life and property of the insured person at definite risk, AGA will organise and pay for the extra costs for the additional return journey (first-class train ticket, economy-class air ticket) of the insured person.
- 2.2 Visiting trip
If the insured person has to be hospitalised abroad for more than seven days, AGA will organise and pay for a visiting trip (first class train ticket, economy class air ticket, medium-class hotel) for a maximum of two closely connected people, up to a maximum of CHF 5,000.-. (first class train ticket, economy class air ticket, mid-range hotel) up to a maximum of CHF 5,000.-.
- 2.3 Sending a replacement staff member
If the insured person is no longer able to work while abroad, as a result of serious injury or serious illness, AGA Assistance will organise and pay for a replacement staff member to travel to and from the place of work (1st class train ticket or economy class flight).
- 2.4 Unforeseen expenses for repatriation, extra return travel, interruption of travel or delayed return travel
If unforeseen out of pocket expenses arise out of an insured event (taxi, telephone expenses, etc.) an, then AGA will assume those extra costs up to a maximum of CHF 750.- per person, with compensation for telephone expenses being subject to an inner limit of a maximum of CHF 150.- within that limit.
- 3 Non-insured events and benefits (as a supplement to paragraph I 6: Non-Insured events and benefits)**
- 3.1 Failure of agreement by the AGA emergency call centre
If the AGA emergency call centre has not agreed in advance to the benefits.
- 3.2 Interruption by the travel company
If the travel company cannot fulfil the contractual benefits in full or in part, or interrupts the trip, or has to interrupt or cancel as a result of the actual circumstances, and has to reimburse the costs of benefits not provided on statutory grounds and/or pay the costs of return travel. The actual circumstances, as a result of which the trip would have to be cancelled or interrupted, would include advice from the Federal Department of Foreign Affairs (DFA) against travel to the affected area.
- 3.3 *The costs of out-patient or in-patient treatment are not covered by AGA.*
- 3.4 *Costs for food, sick leave and other financial losses.*
- 4 Obligations in the event of loss/damage (as a supplement to paragraph I 4: Obligations in the event of loss/damage)**
- 4.1 In order to claim AGA benefits, on occurrence of the insured event, the insured or eligible beneficiary must inform the AGA Emergency Hotline immediately and obtain their approval for any assistance measures to be taken and/or for the cost of these (see paragraph II B 2).

- 4.2 In the event of a claim the following documents must be submitted in writing to AGA (see paragraph I 12):
- Insurance certificate or the insurance policy
 - AGA claims notification form
 - Original booking confirmation
 - Documents and/or official certificates that confirm that the loss/damage has actually occurred (e.g. detailed medical certificate with diagnosis)
 - Originals of receipts for incidental costs incurred /additional expenses.

C Search and rescue costs

1 Sums insured

The sums insured are given in the Overview of insurance benefits.

2 Insured event and benefit

2.1 If the insured person is registered as missing abroad, or has to be rescued from a physical emergency, AGA will pay the necessary search and rescue costs.

2.2 The AGA Emergency Hotline may be contacted for assistance around the clock.

Tel. +41 44 202 00 00

Fax +41 44 283 33 33

3 Obligations in the event of loss/damage (as a supplement to paragraph I 4: Obligations in the event of loss/damage)

In the event of a claim, the following documents must be submitted in writing to AGA (see paragraph I 12):

- Insurance certificate or the insurance policy
- Documents and/or official certificates that confirm that the loss/damage has actually occurred (e.g. detailed medical certificate with diagnosis)
- Original billing by the emergency organisation.

D Flight delay

1 Sum insured

The sum insured is given in the Overview of insurance benefits.

2 Insured event and benefit

If a connection between two flights is missed because of a delay of at least six hours caused solely by the first airline, AGA will pay for the extra costs of continuing the journey (hotel costs, costs of rebooking, telephone charges).

3 Non-insured events (as a supplement to paragraph I 6: Non-Insured events and benefits)

3.1 *If the insured person is responsible for the delay.*

3.2 *If the airline cannot fulfil its contractual benefits in full or in part, or interrupts the trip, or has to interrupt or cancel as a result of the actual circumstances, and should, in fact must reimburse the costs of benefits on statutory grounds and/or pay the costs of return travel.*

4 Obligations in the event of loss/damage (as a supplement to paragraph I 4: Obligations in the event of loss/damage)

In order to claim AGA benefits, the insured or eligible beneficiary must inform AGA in writing of the insured event or loss (see paragraph I 12). The following documents must be submitted:

- Insurance certificate or the insurance policy
- Original booking confirmation
- Certificate of delay issued by the airline with an indication of the length of the delay
- Originals of receipts for extra costs

E Private Medical

1 Insured persons

The persons insured according to paragraph I 1, as long as they are not older than 80 years of age.

2 Sum insured

The sum insured is given in the Overview of insurance benefits.

3 Duration and geographical scope

3.1 The insurance is valid for travel worldwide, with the exception of Switzerland, the Principality of Liechtenstein and the State in which the insured person normally resides, if this is different.

3.2 Insurance protection will begin on the date indicated in the insurance policy. If the date is missing, then the start of the insurance will apply from the issue date of the policy.

The costs for treatments by doctors and in hospital will be met for up to 90 days beyond the agreed period of insurance, as long as the illness or accident occurred during the insured time.

3.4 Following the end of this insurance cover, Private Medical can be rearranged after a waiting time of four weeks. If it emerges at the time of loss/damage that this waiting time was not maintained, then cover will not exist.

4 Insured events and benefits

AGA provides its benefits as a supplementary insurance to the statutory social insurances in Switzerland (health insurance, accident insurance, etc.) and any additional insurances for emergency hospital treatment and emergency out-patient treatment costs that they do not fully cover.

4.1 In the case of an accident or illness requiring emergency medical treatment, AGA will pay for the following listed medical benefits in the relevant country of travel, as long as the necessary medical intervention has been requested by a certified doctor or dentist, or by a person with the relevant operational approval:

- Treatment measures, including medication
- Hospital treatment
- Treatment by a state registered chiropractor
- Hire of medical aids
- In the event of an accident: initial provision of prostheses, spectacles, hearing aids, etc.
- Repair or replacement of medical aids if these have been damaged by an accident requiring medical treatment
- Transport to the nearest suitable hospital for treatment
- Dental treatment resulting from an accident, up to a maximum of CHF 3,000.–

4.2 As long as the doctors at the AGA emergency call centre have given their express approval, AGA will also pay the necessary costs of in-patient treatment in a private ward. Approval for treatment in a private ward must be obtained from the AGA emergency call centre in every case (conversations with the emergency call centre will be recorded):

Tel. +41 44 202 00 00

Fax +41 44 283 33 33

The AGA Emergency Hotline is available around the clock.

4.3 Limitation and exclusion of service

4.3.1 If there is no Swiss health and/or accident insurance cover, AGA will only pay 50 % of the overall documented costs for hospital and out-patient treatment that would exceed the obligatory part of the Swiss health and/or accident insurance cover (nevertheless up to the amount of the sum insured). Services will only be rendered, provided that the costs incurred are due to sickness or accident. No further services will be provided in such cases.

4.3.2 In the event of injury or illness, AGA will pay the necessary costs of treatment in the private ward only up to the time at which the repatriation/return travel of the insured individual is possible, in the sole opinion of the doctors at the AGA emergency call centre.

4.3.3 There is no entitlement to claim payment or repayment of the costs of treatment in the private ward without the express agreement in advance of the doctors at the AGA emergency call centre.

4.3.4 The doctors at the AGA emergency call centre will approve or refuse their agreement to treatment in the private ward according to paragraph II E 4.2 at their own discretion, taking account of the local medical conditions in the relevant country of travel, and after weighing up the medical necessity/suitability of the treatment to be undertaken. If the insured individual undergoes treatment in a private ward in spite of the lack of approval by the doctors at the AGA emergency call centre, or their express referral to a general ward, this will be at the sole responsibility and cost of the insured individual.

5 Non-insured events and benefits (as a supplement to paragraph I 6: Non-Insured events and benefits)

5.1 *Accidents and illnesses that were already present when the insurance cover started, together with their consequences, complications, worsening or relapse, particularly also for chronic and repeated illnesses, and independently as to whether they were already known to the insured person at the time the insurance cover started or not.*

5.2 *Investigation and treatment of dental and jaw diseases.*

5.3 *Investigation and treatment of conditions of tiredness and exhaustion, as well as nervous or psychological illnesses.*

5.4 *Investigation and treatment of malignant diseases, including checks.*

5.5 *Gynaecological, paediatric or general check-ups.*

5.6 *Prophylactic medication, sleeping tablets, tranquilisers, vitamins, homeopathic medications, vaccinations, first-aid kits, amphetamines, hormones and cholesterol-reducing drugs.*

5.7 *Pregnancy, abortion and birth, together with their complications, and the consequences of contraceptive or abortion measures.*

5.8 *Accidents while driving a motor vehicle for which the insured person does not fulfil the statutory requirements.*

5.9 *Accidents while carrying out manual work.*

5.10 *Accidents while parachute jumping or piloting aircraft or flying devices.*

5.11 *Massages and well-being treatments, plus cosmetic surgery.*

5.12 *Accidents during military service.*

5.13 *Deductibles (or self-pay amounts) under statutory social insurance schemes (nursing care insurance, accident insurance, etc.) or any supplementary insurances are not covered.*

6 Cost credit

6.1 AGA provides cost credits as part of this insurance and as a supplement to the statutory social insurance schemes (nursing care insurance, accident insurance, etc., and analogous insurance schemes in the countries where the insured person has his/her main place of residence or his/her main health insurance provision) and any supplementary insurance schemes for all in-patient treatment in hospital. The insured person is still the debtor in relation to the service provider (doctor, etc.) for all out-patient treatments carried out locally.

6.2 The cost credit must be requested from the AGA emergency call centre in all cases (conversations with the emergency call centre will be recorded):

Tel. +41 44 202 00 00

Fax +41 44 283 33 33

The AGA Emergency Hotline is available around the clock.

7 Obligations in the event of loss/damage (as a supplement to paragraph I 4: Obligations in the event of loss/damage)

7.1 In order to claim AGA benefits, the insured or eligible beneficiary must inform AGA in writing of the insured event or loss (see paragraph I 12). The following documents must be submitted:

- Insurance certificate or the insurance policy
- Booking confirmation
- Statement of account/decision by the Swiss statutory social security scheme (health insurance, accident insurance) and any additional insurance provider
- Medical report/detailed medical certificate with diagnosis
- Invoice(s) for doctor's and/or hospital costs, as well as the cost of medicines (plus the relevant prescriptions) all in original form.

7.2 The insured person must, at the request of AGA, be willing to undergo a medical examination by the company doctor at any time.

F Travel baggage

1 Insured items

The insurance covers the travel baggage of the insured person, including souvenirs collected during the trip, i.e. all items owned by the insured person and taken on the trip for personal use or handed over to a transport company for conveyance.

2 Geographical scope

The insurance applies worldwide or in Europe, depending on the insurance cover agreed or in accordance with the details on the policy. The usual place of residence of the insured person is excluded.

3 Sum insured

The sum insured is given in the Overview of insurance benefits.

4 Insured events and benefits

4.1 In the event of theft, robbery (theft under threat or use of force against the insured person), damage or destruction, loss or damage during transport by public transport or a late delivery by a public transport organisation, the following benefits will be paid per loss, taking into account the agreed sum insured:

4.1.1 In the event of a total write-off or loss, the actual purchase price of the insured item will be repaid.

4.1.2 For partial loss/damage, the cost of repair of the damaged item will be limited to the current value.

4.1.3 For film, photographic and video equipment, music equipment (MP3 player, Discman, etc.), Computer hardware (desktop, laptop, beamer, accessories, handheld devices, etc.), the current value will be repaid.

4.1.4 The current value is defined as the original purchase price minus a deduction in value of 10 % during the first year after the date of purchase and a further 20 % in the following years, up to a maximum total of 50 %.

4.1.5 For films, data carriers, image carriers and sound media, the material value will be repaid.

4.1.6 In the case of delayed delivery by a public transport company, the recompense for indispensable purchases and hire charges will be limited to a maximum of 20 % of the agreed sum insured.

4.1.7 For personal and vehicle papers, and for keys, the costs are limited to the initial costs of procurement.

4.1.8 A lump sum of CHF 200.- will be paid for mobile telephone equipment.

4.2 In the event of robbery of monetary assets, the maximum repayment will be CHF 1,000.-, with a maximum of CHF 2,000.- for the robbery of tickets (train tickets, air tickets, etc.)

4.3 The insured person is subject to an excess of CHF 200.- per case of loss/damage.

5 Non-insured items

- Motorboats, ships, surfboards and aircraft, including accessories in each case
- Valuables covered by a special insurance.
- Securities, deeds, business papers, travel tickets and vouchers, cash, credit and customer cards and stamps (see paragraph II F 4.2 for exceptions)
- All kinds of software
- Valuable objects, which are left behind in a vehicle (either locked or unlocked).
- Items left on a vehicle, or overnight (10 pm to 6 am) in or on a vehicle where the insured person is not sleeping
- Precious metals, loose precious stones and pearls, stamps, retail goods, goods samples, items with an artistic or collectable value and occupational tools
- Film, photographic and video equipment, jewellery and furs, as long as they are within the scope of responsibility of the transport company, during transport by a public means of transport.
- Spectacles against damage and destruction
- Hearing aids and hearing aid accessories
- Theft, loss and destruction of valuables

- 6 Non-insured events (as a supplement to paragraph I 6: Non-Insured events and benefits)**
Loss/damage attributable to the following causes is not insured:
- Failure by the Insured Person to exercise ordinary due care.
 - Objects which are mislaid, lost and left behind.
 - Objects which are forgotten or left unattended even for a short period at a place which is generally accessible to anyone outside the direct personal sphere of influence of the Insured Person.
 - A method of custody of valuables which is not appropriate to the value of the object concerned (see paragraph II F 7)
 - Pearls and gemstones which drop out of their mount.
 - Temperature and weathering effects, and the effects of wear and tear
 - Social unrest, looting, official bans, strikes or damages, whether caused directly or indirectly.

- 7 Duties of conduct while travelling**
Valuable items such as laptops, photographic, film, video and sound equipment, including accessories in each case, must, if they are not being worn or used, be kept in a locked room, not generally accessible. Even there, they must be kept under separate lock and key (suitcase, cupboard, safe). The manner in which the item is kept must be appropriate to its worth in each case.

8 Obligations in the event of loss/damage (as a supplement to paragraph I 4: Obligations in the event of loss/damage)

- 8.1 The cause, circumstances and extent of the event must be confirmed by the insured person immediately and in detail:
- in the event of theft and robbery, by the nearest police station to the scene of the crime;
 - in the event of damage, by the transport company, the responsible third party or the travel or hotel management;
 - in the event of loss or late delivery, by the appropriate public transport company.
- 8.2 If the loss or damage during transport by a public transport company is only discovered after delivery, then the facts of the case must be reported in writing within 2 working days to the responsible transport company, and confirmed by them.
- 8.3 The level of damage must be proven by original receipts. If this is not possible, AGA may reduce or decline its benefits.
- 8.4 Damaged items must be kept available to AGA until the final settlement of the claim, and must be sent at the cost of the insured person for inspection upon demand.
- 8.5 In order to claim AGA benefits, the insured or eligible beneficiary must inform AGA in writing of the insured event or loss (see paragraph I 12). The following documents must be submitted:
- Insurance certificate or the insurance policy
 - AGA claims notification form
 - Original booking confirmation (airline ticket/train ticket)
 - Confirmation of damage by the carrier (e.g. PIR)
 - Police report in the event of theft
 - Confirmation of the carrier on the definitive loss of luggage and damage certificate
 - Original purchase bill, in the absence a guarantee certificate, the repair invoice in the event of damage or else the quote for costs

G Accident benefit

1 Sums insured

The sums insured are given in the Overview of insurance benefits.

2 Insured benefits

- 2.1 In the event of death
The agreed sum insured, if the insured person dies from the consequences of an accident within 5 years after the accident.
- 2.1.1 Payment of this capital sum is made to the legal heirs, unless the insured person has left behind instructions to the contrary in writing.
- 2.1.2 If the accident leads to the death of the insured person, the agreed sum will be paid out with a deduction for any disability benefit already paid for the same accident.
- 2.2 In the event of disability
The capital sum is calculated in accordance with the following principles, if the insured person suffers permanent physical or psychological damage to his/her health within 5 years of the accident, as a result of the accident.
- 2.2.1 The disability benefit will be calculated on the basis of the degree of disability and the sum insured, as agreed in the insurance document. The benefits are limited to 100 % of the agreed capital.
- 2.2.2 In the event of complete loss or complete loss of use, the following fixed levels of disability apply:
- | | | | |
|---|-------|---|-------|
| both arms or hands | 100 % | one lower leg | 50 % |
| both legs or feet | 100 % | one foot | 40 % |
| one arm or one hand, plus one leg or one foot | 100 % | the sight in both eyes | 100 % |
| one upper arm | 70 % | the sight in one eye | 30 % |
| one lower arm or one hand | 60 % | the hearing in both ears | 60 % |
| one thumb | 22 % | the hearing in one ear | 15 % |
| one index finger | 15 % | the sense of smell or taste | 3 % |
| one other finger | 8 % | one kidney | 20 % |
| one upper leg | 60 % | the prevention of employment as a result of mental disorder | 100 % |
- 2.2.3 Where the loss or inability to use is partial, the level of disability will be reduced accordingly.
- 2.2.4 If several parts of the body or organs are affected simultaneously, the level of disability (which can be 100 % of the sum insured at the most) will be given by adding up the individual losses.
- 2.2.5 If cases occur that are not listed above, the level of disability will be established by reference to the above percentages.
- 2.2.6 If previous physical defects worsen the consequences of the accident, these will not contribute to a higher disability compensation, as if the accident had happened to a physically intact person. If parts of the body had already been lost or were unusable before the accident, in full or in part, the level of disability indicated by the above principles will be deducted.
- 2.2.7 Compensation will only be paid for psychological or nervous damage in so far as this can be traced back to an organic illness of the nervous system caused by the accident.
- 2.3 Maximum liability / Maximum benefit
If the same event leads to the disability or death of several persons insured by AGA, the compensation to be paid by AGA for all the people insured by AGA will be limited to CHF 10,000,000.-. If the claims exceed this amount, then the benefit will be distributed proportionately.

3 Insured event

An accident is defined as the sudden, unintended harmful effect of an unusual external factor on the human body.

4 Non-insured events (as a supplement to paragraph I 6: Non-Insured events and benefits)

If the disability or death can be attributed to:

- Accidents occurring while driving a motor vehicle that the insured person is not qualified to drive
- Accidents occurring while making parachute jumps or piloting any type of flying machine
- Accidents occurring while carrying out a manual occupation
- Suicide or self-mutilation, or attempted suicide or self-mutilation
- The consequences of participation in brawls and fights, unless the insured person has been injured by those fighting as a non-participant, or when proffering help to a defenceless person

III Special conditions relating to individual Service components

H Travel Hotline

1 Service benefits

In order to use the services of the Travel hotline, an insured person may ring or fax the following numbers 24/7, both before and during the journey:

Tel. +41 44 202 00 00

Fax +41 44 283 33 33

1.1 Travel information

AGA provides insured persons with important information before departure and by request, about conditions on arrival, charges, customs, currencies and health conditions.

1.2 Provision of hospital and medical practitioner contacts abroad

If necessary, AGA provides its insured persons with a correspondence doctor or a hospital in the area of the trip. Where there are problems of comprehension, AGA provides help with translation.

1.3 Advice service

AGA provides advice for insured persons for minor medical problems in the country of travel. The insured person can also turn to AGA with day-to-day problems in the country of travel.

1.4 Notification service

If AGA has organised measures, it can also notify the relatives and employer of the insured person about the facts of the case and the measures undertaken, if necessary.

2 Liability

AGA accepts no liability for damage to assets or health resulting from the information given by the Travel Hotline.

J 24-hour medical advisory service

1 Service benefits

AGA provides advice for insured persons for minor medical problems in the country of travel

- by using computer-assisted triage in the event of acute medical problems, with a recommendation on the urgency for treatment
- Advice on questions regarding disease symptoms, progressions, therapies and prevention – in the widest sense with regard to health and sickness.

In order to make use of the services of the 24hr medical counselling, an insured person may ring or fax the following numbers 24/7, during the journey:

Tel. +41 44 202 00 00

Fax +41 44 283 33 33

2 Liability

AGA accepts no liability for damage to assets or health resulting from the information given by the Travel Hotline.

K Credit Card and Customer Card Barring service

1 Service benefits

The insured person may request assistance in the event of robbery, theft, loss or mislaying of bank, post, credit and debit cards that have been issued in Switzerland in the name of the insured person, as well as personal identification papers. AGA will attempt to block all specified cards with the appropriate institutions (card issuer, bank, post office, etc.). If the barring is not carried out by the relevant institution, AGA will inform the insured person and advise him/her of the telephone number of the relevant institution.

In order to use the Credit Card and Customer Card Barring services, an insured person may ring or fax the following numbers 24/7:

Tel. +41 44 202 00 00

Fax +41 44 283 33 33

2 Liability

AGA does not accept liability for loss/damage caused by the failure to reach the relevant institution, nor for loss/damage to assets as a result of the loss of credit, bank and post cards.

L Mobile phone barring service

1 Service benefits

In the event of theft, robbery or loss of the insured person's mobile phone and on receipt of a call AGA will immediately block the mobile phone or the corresponding SIM card with the relevant provider. In the case of providers who require a password for barring, the customer must provide AGA with this password in order that barring can be undertaken.

In order to use the services of the Mobile Phone Blocking Dept., an insured person may ring or fax the following numbers 24/7:

Tel. +41 44 202 00 00

Fax +41 44 283 33 33

2 Liability

AGA accepts no liability for loss/damage caused by the inability to reach the relevant provider, nor for loss of assets resulting from the loss of the mobile phone.

M Home Care

1 Service benefits

If an emergency situation arises during the trip as a result of fire, damage by the elements, burglary or damage by water or breakage of glass at the insured person's permanent place of residence in Switzerland, AGA will provide the insured person with the telephone number of a suitable workman. This workman will be engaged by the insured person and will undertake immediate measures to prevent any further damage.

In order to use the Home Care services, an insured person may ring or fax the following numbers 24/7, both before and during the journey:

Tel. +41 44 202 00 00

Fax +41 44 283 33 33

2 Costs

The cost of measures required for eliminating the loss/damage are to be borne by the insured person. The insured person will receive the invoice directly from tradesman.

3 Liability

AGA accepts no liability for loss/damage caused by the inability to reach the relevant workman, nor for loss/damage or consequential loss/damage arising during and after the work carried out by the workman.

N Interpreting Service

1 Service benefits

In order to use the telephonic Interpreting Service, an insured person may ring or fax the following numbers 24/7, during the journey:

Tel. +41 44 202 00 00

Fax +41 44 283 33 33

The telephonic Interpreting Service is provided by an external service provider commissioned by AGA.

- 1.1 The telephonic Interpreting Service is available to insured persons during the insured travel period free of charge:
 - for a maximum of 12 minutes in total (corresponding to 12 minutes of interpreting service talk-credit), in the case of short-term insurances, or
 - for a maximum of 24 minutes in total per insurance period (corresponding to 24 minutes interpreting service talk-credit), in the case of annual insurances, and assists, subject to paragraph III N 1.1.3 in difficulties in understanding foreign languages. This includes, for instance, ordering food in a restaurant, or a taxi, asking for directions, communication with business partners, making hotel reservations over the telephone, as well as in many other situations where someone who speaks the language of the insured persons can solve a problem for them.
- 1.2 The telephonic Interpreting Service operates for the following languages: from German, French and Italian into Spanish, French, English, Italian, Portuguese, Chinese, Thai and Turkish. Further languages will be introduced in the course of time.
- 1.3 The telephonic Interpreting Service does not explicitly include the handling or processing of emergency situations in which legally protected items (limb and life, property, personal freedom, etc.) of the insured persons or third parties are endangered.

2 Liability

Neither AGA nor service providers commissioned by AGA are liable for damages nor consequential damages resulting from the activity of the telephonic interpreting service. This also applies explicitly and in particular to the use of the interpreter service for emergency situations in the sense of paragraph III N 1.1.3.