

## Policy Summary - 2016.2017 Fogg Internet Annual under 65s Multi-Trip Travel Insurance

This document provides a guide to the cover provided. It is however, only a summary of the terms of cover and does not contain full details of the insurance policy terms, conditions and exclusions which are contained in the insurance policy itself. You should refer to your own policy document, your policy certificate and any endorsements that apply to your policy for full detail of your cover. Please take time to read the policy to make sure you understand the cover it provides.

### About your insurance

This insurance is arranged by Fogg Travel Insurance Services Limited (Fogg), who is authorised and regulated by the Financial Conduct Authority and whose FCA registered number is 307304. This can be checked on the financial services register held on the FCA's website ([www.fca.org.uk](http://www.fca.org.uk)). A copy of the policy wording is held by Fogg. This insurance is underwritten by Union Reiseversicherung AG, UK Branch and who are authorised in Germany by BaFin and subject to limited regulation the Financial Conduct Authority.

This insurance is Annual Multi-Trip travel cover and under cover A. Pre-Travel Policy, is valid from the date of commencement until you leave home at the start of a trip.

The cover under the B. Travel Policy starts when you leave home at the start of a trip and ends when you return home or the expiry of the policy whichever is first.

This insurance is valid for issue between 28<sup>th</sup> April 2016 and 31<sup>st</sup> October 2017 under Master Policy Number AMXIA40074-01 A & B. Please refer to 'How many trips' and 'Winters sports option' and 'Optional Extensions' parts on the reverse of this Policy Summary.

### Cancellation

If the terms of the policy are not suitable for your needs you can return the policy and accompanying documentation to the place where you purchased it within 14 days of the date of purchase and you will receive a full refund of the premium you have paid, provided no claims have been made, you intend to make any claim and that you return your policy prior to any travel.

### 24 Hour Assistance

We want to take all the worry out of your holiday so that you have the best time possible. If problems do occur you can be sure that help will be on hand wherever possible. This is why we have arranged a special 24 hour service for emergency medical assistance. Through FOGG ASSIST we provide immediate help in the event of an Insured Person's illness or injury arising outside the United Kingdom.

You must notify FOGG ASSIST immediately of any serious illness or accident abroad where you are admitted to hospital or You are anticipating having to return home early or having to extend Your stay, or where costs are likely to exceed £500 because of any illness or injury. We provide a 24 hour multi-lingual emergency service, 365 days per year and can be contacted by telephone or fax. Emergency Tel. No. (+44) 20 7118 1444 You will need to quote your scheme name **FOGG INTERNET ANNUAL UNDER 65s**.

### Significant Features and Benefits

Your policy will show the full cover provided, the following is a summary of the main benefits, applicable to each Insured-person:

#### A. PRE-TRAVEL POLICY

Policy section	Maximum benefit	Excesses
1. Cancellation / Loss of deposit	up to £3,000	£75 / £20
<b>2. Timeshare Extension (applicable only if appropriate premium paid)</b>		
Timeshare cancellation	up to £3,000	£60

#### B. TRAVEL POLICY

Policy section	Maximum benefit	Excesses
1. Departure delay / Delay abandonment Missed Departure	up to £100 / up to £3,000 up to £500	Nil / £75 Nil
2. Personal possessions (Single article/valuable limits) Delayed possessions	up to £1,500 (£250) up to £150	£75 Nil
3. Personal money (Cash limit) Loss of travel documents	up to £500 (£250) up to £250	£75 £75
4. Emergency medical expenses Hospital benefit	up to £5,000,000 up to £1,000 @ £20 per day	£75 Nil
5. Curtailment	up to £3,000	£75
<b>Timeshare Extension (applicable only if appropriate premium paid):</b>		
Timeshare curtailment	up to £3,000	£75
6. Personal liability	up to £2,000,000	£75**
7. Personal Accident	up to £25,000	Nil
8. Legal advice and expenses	up to £25,000	£250
<b>Winter sports only (applicable only if appropriate premium paid)</b>		
9. Ski equipment (Single/set limit) Hired ski equipment Ski hire charges	up to £700 (£500) up to £300 up to £150	£75 Nil Nil
10. Unused ski pack	up to £250	Nil
11. Weather Extension	up to £350 Area 1, £550 Area 2	£75
12. Piste Closure*	up to £300	Nil
<b>Golfing Holidays only (applicable only if appropriate premium paid)</b>		
13. Golf equipment / hired golf equipment Delayed golf equipment Loss of green fees Hole in one	up to £1,500 / £300 up to £300 up to £200 up to £100	£75 Nil Nil Nil

\* increased to £250 in respect of rented property damage only. \*\* please see personal accident section of the policy for details of amount of payment.

### Legal Advice

Should you have an accident abroad and require legal advice this is available through:

Slater & Gordon LLP, 58 Moseley Street, Manchester, M2 3HZ telephone: 0161 228 3851 or fax: 0161 909 4444. They will arrange for up to thirty minutes of advice to be given to you by a lawyer. You cannot use this service to sue a member of your family, the tour operator, the insurer or anyone acting as their agent.

### Claims

If you believe that you have a claim please refer to your policy and "What you need to do if you wish to make a claim". You can obtain a claim form online at

[www.foggtravelinsurance.com](http://www.foggtravelinsurance.com)

or alternatively if you do not have internet access you can contact Fogg Travel Insurance Services Limited, Crow Hill Drive, Mansfield, Notts NG19 7AE Telephone: 01623 631331 Fax: 01623 420450. When you notify a claim you will need to quote your scheme name **FOGG INTERNET ANNUAL UNDER 65s**.

### Complaints

We sincerely hope you will not need to complain about your insurance policy or claims settlement.

- If your complaint is regarding the selling of your policy please forward details of your complaint in the first instance as follows: Managing Director, Fogg Travel Insurance Services Ltd, Crow Hill Drive, Mansfield, Notts. NG19 7AE
- Or if, your complaint is about the outcome of your claim or assistance provided please forward details of your complaint in the first instance as follows: Write to the Branch Manager, URV, 1 Tower View, Kings Hill, West Malling, ME19 4UY who will review the claims office decision.
- If you are still not satisfied with the outcome you may ask the Financial Ombudsman Service (FOS) to review your case. Their address is Exchange Tower, London, E9 5SR, telephone advice line is 0800 023 4567.

### Compensation

URV is a member of the Financial Services Compensation Scheme, which offers you protection in the event that the Insurer is not financially able to meet its liabilities in respect of your claim, the FSCS can cover 90% of the claim without any upper limit.

## Significant Limitations, Conditions and Exclusions

This is not an exhaustive list. Please take time to read the full insurance policy to make sure you understand the cover it provides.

Significant restrictions and exclusions applying to all parts of the policy	
Residency	This policy is only available to persons who have lived in United Kingdom or the Channel Islands for at least 6 months in the last 12. Please read Definition of Words section in the policy – Home, Resident, Insured-person/you/you.
Insurance Policy	This contains full details of the cover provided plus the conditions and exclusions which apply to it. You must read the insurance policy carefully. There are conditions and exceptions which apply to individual sections and general policy conditions, exceptions which apply to the whole policy.
Policy Limits	Most sections of the policy have limits on the amount the insurer will pay under that section. Some sections also include inner limits e.g.: for any one item, or for valuables in total. Please read Section B1 Departure Delay, B2 Personal Possessions, B3 Personal Money, B4 Emergency Medical Expenses, Section B7 Personal Accident, and if the winter sports option is taken, section B9 Ski Equipment, B11 Weather Extension, B12 Piste Closure, and Section B13 if the golf option is taken.
Excesses	An excess is the amount you have to pay towards each claim. All excesses are payable by each insured person for each incident giving rise to a separate claim under each section of cover. Under the Section B4 - Emergency medical section your excess will reduce to Nil if you save money by using an European Health Insurance Card (EHIC) at a state hospital and/or with a registered doctor.
Age Restrictions	Cover is available for adults 18 years and under 65 years at the date of issue. Children under age 18 years can be included in a Family policy provided they are travelling with first named insured. Children under 2 years of age free under insured adult policy.
How many trips	You can travel on as many trips as you like during your 12 month period of insurance from the date of commencement (as shown on your insurance schedule). The only limitation is that no trip should exceed 31 days. Includes United Kingdom holiday travel but with a minimum of 3 days pre-booked accommodation and travel more than 50 miles from your home/business. No cover for trips in the Channel Islands if this is your home country.
Winter sports option	<b>Winter sports</b> cover is optional and is limited to 17 days in any one year - actual skiing! Extension to 31 days or 42 days skiing any one year (but limited to 17 days any one trip) is available.
Optional Extensions	<b>Golf Extension</b> – applicable only if additional premium paid and accepted by us – additional section cover provided. <b>Timeshare extension</b> – applicable only if additional premium paid and accepted by us – additional cover provided. <b>Rock climbing extension</b> – limited to under 2,000m with use with ropes and guides only, climbing with trained guide only, all safety equipment and clothing to be used. Excludes solo climbing, or free climbing, or climbing without trained guide. <b>APPLICABLE ONLY</b> if additional premium paid (winter sports premium) and accepted by us. Please also refer to the hazardous activity definition under the Definition of Words section and Sports and Activities cover section in the policy and summary of cover for additional benefits.
Sports and Activities	A list of sports and activities covered as standard with no additional premium are listed in the policy. If you have opted to include winter sports, a list of covered winter sports activities are listed in the policy (and additional activities covered under the winter sports option). Winter sports activities are limited to 17 days in any one year, or if the extension is taken to 31 or 42 days but limited to 17 days any one trip. If your activity is not listed, you can contact Fogg to see if cover can be provided. An additional premium may apply. Please refer to the Sports and Activities Cover section, and the hazardous activity definition under the Definition of Words section in the policy for full details.
In-patient Treatment	There is no cover for in-patient treatment that has not been notified to the 24 hour Emergency Assistance Service. Read 'If you need emergency medical assistance abroad' section in the policy and see 24 Hour Assistance section heading above.
Pre-existing medical conditions	Your policy may not cover claims arising from your pre-existing medical conditions, or any condition where medication has been changed, so you need to tell the <b>Referral Helpline of anything you know that is likely to affect our acceptance of your cover.</b> <ul style="list-style-type: none"> <li>There is no cover for any claim connected to any pre-existing medical condition, any condition awaiting treatment or investigation, any terminal condition or any condition where medication has been changed, unless this has been agreed in writing by the Referral Helpline.</li> <li>If you have ever had a heart condition, diabetes, a stroke, breathing problems, high blood pressure, any psychological conditions and do not notify the Referral Helpline we reserve the right to refuse any claim on your policy.</li> <li>If you have been referred to a specialist or treated as an in patient in the last two years and do not declare that fact to the Referral Helpline we reserve the right to refuse any claim on your policy</li> <li>We require you to notify the Referral Helpline if your health or your ongoing medication changes or you have had a new diagnosis between the date the policy was bought and the date of travel.</li> <li><b>We require you to notify the Referral Helpline if your health or your ongoing medication changes or if you have had a new diagnosis between the date the policy was bought and the date of travel.</b></li> <li>If when you buy this policy you are aware of anyone travelling with you, or you are visiting or staying with, or anything that could increase the risk or result in a claim you must tell us. If you do not tell us, your policy may not cover you, and might be invalidated altogether. We reserve the right to charge an increased premium, decline, withdraw cover or increase the policy excess as well as cancel or restrict cover for any person.</li> </ul> <p><b>Non traveller's health</b> : There is no cover provided for claims caused by pre-existing medical conditions of relatives or business associates. Please read Disclosure of Pre-existing Health Conditions section, New medical condition or change in medical condition or ongoing medication section and Definition of Words section in the policy for full details.</p>
<b>Changes in health or medication after booking :</b>	
Psychological conditions	There is no cover for stress, anxiety, depression, eating disorders or any condition requiring psychiatric care (unless pre-screened and accepted by the Referral Helpline in writing). Please read 'Pre-existing Health Conditions' section applying to this policy' section in the policy.
Alcohol or Drugs	Any claim caused by your past or present use or abuse of drugs, solvents or alcohol
Hazardous activities	Any claim caused by you taking part in a hazardous activity (as defined in the policy) unless an additional premium has been paid and the policy endorsed. Hazardous activities include competitive events, sports, pastimes and any other activity that requires skill and involves increased risk of injury. (If you are unsure prior to travel, if your activity is covered by this policy, please telephone us for advice).
Terrorism, war, civil disorder	The policy does not cover claims arising from terrorism, war, civil disorder or fear of any of these.
Proof of claim	If you have to make a claim under any section of these policies it is for you to produce sufficient evidence of the cause of the claim and the losses connected to it before we will meet the claim. For eg. Police, reps report confirming the loss, theft, damage or written medical confirmation confirming the need to curtail your holiday. Please also see the 'If you need Emergency Medical Assistance Abroad' Section headed in the policy, and see 24 hour Assistance heading above. <b>Read the sections in the policy and under the headings "What you need to do if you wish to make a claim under this section of the policy."</b>
Property Claims	These are settled on an indemnity basis (initial purchase price less a deduction for age, wear and tear) – not on a "new for old" or replacement cost basis. Claims will not be considered unless substantiated by proof of purchase or existing valuation for any item, pair or set above £50. You should note that there is no cover for items such as mobile telephones and all accessories, and cover for 'valuables' is limited (for e.g. photographic, ipods, ipads, mp3 players, tablets and jewellery). Read Section B2 – Personal Possessions and if winter sports option is taken Section B9 – Ski Equipment, and Section B13 - Golf Equipment if the golf option is taken, in the policy headed 'What is not covered' and "What you need to do if you wish to make a claim under that section of the policy."
Unattended	There is no cover for Valuables, Personal Money left unattended, carried in suitcases or similar containers when left unattended. Personal Possessions are not covered if left unattended away from your personal trip accommodation. Certain exceptions apply. Read Section B2 Personal Possessions, Section B3 Personal Money, (Section B9 Ski Equipment, Section B13 Golf Equipment), in the policy headed 'What is not covered' and Definitions section in the policy under Valuables, Personal Possessions and Personal Money and Ski Equipment, Golf Equipment.
Personal Liability	There is no cover for claims arising from ownership, possession, control or use of any mechanically propelled vehicles, aircraft, motorised skis, motorised waterborne craft or sailing vessel or animals, land or buildings other than your trip accommodation or caused by your profession, any member of your family, or deliberate act or omission by you.
Subrogation and contribution	We reserve the right to ask for a contribution from any other relevant insurances you may hold and to take legal action in your name to recover losses against any third party.

## Referral Helpline

If you need to make a medical declaration and/or for any relevant information please refer to your policy and "Disclosure of Pre-existing Health Conditions' under the pre-travel policy and 'New Medical Condition or Change in Medical Condition or Ongoing Medication' under the travel policy. You should contact the Referral Helpline on telephone number 01623 635958 during office hours Monday to Friday, 9am to 5pm and quote your scheme name **FOGG INTERNET ANNUAL UNDER 65s**.

## Law Applicable to the Insurance

This insurance is governed by the law of the country that you live in within the United Kingdom or the Channel Islands unless you and your insurers have agreed otherwise.