

LUMINOR PURCHASE INSURANCE MEMO



General instructions in the event of damage

- Valid from 2024-05-22

In case of an insured event, we recommend that you contact us within 3 working days at the latest:

- ✓ by phone **19111**.
- ✓ online www.compensa.it by filling in a notice form <https://www.compensa.it/atsitikus-ivykiui/>.

When reporting an incident, you must:



provide the credit card holder's name, personal identification number, telephone number, email address, bank account number and the last four digits of the card number used to make the purchase. And a description of the circumstances of the incident, photographs of the damaged purchase;



provide us with a bank transaction statement and creditable invoice or purchase receipt for the purchase of the goods, as without these documents we will not be able to pay the insurance claim;



inform us if the purchase is covered by any other insurance contracts with us or another insurance company.



GENERAL CONDITIONS

Please note that the terms and conditions set out below are only a summary of the insurance rules and you must always follow the insurance rules that have been provided to you.

You can always access them on

LT: <https://www.luminor.lt/lt/paslaugu-teikimo-salygos#pirkiniu-draudimas>

EN: <https://www.luminor.lt/en/terms-conditions#purchase-insurance>

INSURANCE BENEFIT AMOUNT, LIMITS

- ✓ The amount of insurance is equal to the price paid for the purchase, unless there is a limit for specific purchases as set out in these Terms and Conditions, which we will pay within the limit of the insurance amount. The amount of insurance used and the limits will not be restored, but at the end of the period of insurance (i.e. after calendar year), the limits will automatically be restored for a new period of cover.
- ✓ The insurance benefit for each purchase is subject to an insurance deductible of EUR 30 per purchase, which is understood to be the amount of the loss to you.

LIMITS OF INSURANCE BENEFITS:	INSURANCE AMOUNT (EUR)
For the full period of insurance coverage (i.e. calendar year)	EUR 4 000
For a single insured event (loss occurring at the same time and due to the same cause)	EUR 2 000
For a single purchase	EUR 1 000
The benefit limit for VISA Business per insured event is limited to the following purchases: <ul style="list-style-type: none"> • computers, computer components and peripheral equipment*; • mobile phones; • eyewear, including sunglasses; • smart watches and wristbands; earphones. 	EUR 1 200 (per item)



TERMS AND DEFINITIONS

TERMS AND CONDITION	DEFINITION
The Insurer	ADB Compensa Vienna Insurance Group, registration number 304080146, address Ukmerges st. 280, LT-06115 Vilnius.
Value of insurance	Replacement cost of the purchase – an amount of money to be spent to acquire a new purchase of the same kind, type, quality and purpose, of equivalent or similar characteristics, within the limits of the purchase price paid.

TERMS AND CONDITION	DEFINITION
The Insured	The Cardholder of a Card issued by the insurer and the person named on the Card who has a beneficial interest in the Card and to whom we pay the insurance benefit.
Card	An electronic payment instrument issued to you by Luminor Bank – credit card VISA Business or any other card (if the bank has specifically indicated to you that it is subject to insurance and has issued a document confirming this), which allows you to electronically form payment instructions to the bank and to pay for purchases in physical and electronic shops.
Payment by card	Method of payment using a payment card at the point of purchase or card details for online payments.
Subject of the insurance	Only purchases from a legal entity whose main activity is the sale of the respective goods can be insured. The purchase must be movable property with a useful life of at least three (3) years and intended for your (company's) activities. This includes any equipment – coffee machines, microwave ovens, dishwashers – intended to improve the conditions of employees, other supplies for daily activities, environmental care products for maintaining indoor and outdoor spaces and territory, computer equipment, telephones, audio-visual equipment, with the exception of those goods specified in the insurance conditions as being not covered by insurance. Insurance coverage does not apply to purchases that have been transferred to someone other than the cardholder or their employees. The purchase is considered insured only for the amount paid for it, including non-refundable VAT. This is especially important in cases where the purchase was made at a discount, but its value has subsequently increased. If taxes are deductible or refundable, the purchase is insured for the net price paid. In any case, the amount of insurance compensation will never exceed the amount paid for the purchase. Insurance coverage is valid worldwide for 180 calendar days from the moment the purchase is actually handed over to you. If it cannot be documented, the period of insurance coverage ends on the 180th day after the payment of the purchase price. In no case does the insurance cover extend beyond the validity period of the card. Therefore, if the card expires before the 180-day insurance coverage for a specific purchase or if the card is blocked, the insurance coverage will not apply to the purchase.
Non-in-insurable assets	<p>We do not provide insurance coverage for any property for which payment is paid in instalments or deferred. This also means that even if the purchase is subsequently paid for, it may not be subject to purchase insurance in general.</p> <p>We do not provide insurance coverage for any second-hand, refurbished purchases or damaged purchases.</p> <p>We do not provide insurance coverage for items purchased from private individuals, or for items for which you are unable to provide a bank transaction statement and fiscal receipt or invoice, including when these documents are subsequently lost.</p>

TERMS AND CONDITION	DEFINITION
Non-in-insurable assets	<p>We do not provide insurance coverage for aquariums, swimming pools and their accessories, trampolines, toys. We also do not provide insurance coverage for weapons, weapon accessories and ammunition and collections thereof.</p> <p>We do not provide insurance coverage for clothing, footwear, handbags (including briefcases, bags, backpacks, cases).</p> <p>We do not provide insurance coverage for real estate that is considered to be part of the structure of the premises or other building, as well as for any stationary built-in/fixed assets, such as room alarms, light fittings, plumbing fixtures, including sinks, bathtubs and shower stalls; electrical installations; floors, ceilings and wall coverings, heating, air-conditioning, ventilation and other installations related to the functioning of the property, and other assets whose intended use is related to the fixed location and the installation.</p> <p>We do not provide insurance coverage for all types of motor vehicles (including quad bikes, roller blades and scooters), aerial vehicles (flying or hovering apparatus such as drones, paragliders, etc.) and water vehicles (excluding canoes, surfboards, paddleboards and inflatable boats, kites), their components, spare parts and components, keys, remotes, accessories and attachments such as car seats, bicycle racks, tyres, etc., as well as any other additional fixed or mobile equipment in the vehicle.</p> <p>We do not provide jewelry, precious metals (gold, platinum, silver, etc.), precious stones, pearls, furs and their products.</p> <p>We do not provide watches except for smart devices.</p>
Insured and uninsured events	<p>Insurance benefits shall not payable in all cases where the accident was caused by, or the damage was caused by the following(non-insurable events):</p> <ul style="list-style-type: none"> • failure of any electronic device that is purely internal and not caused by an external influence; • exposure to insects, rodents, parasites, animals, pets, plants; • use of broken, defective, unsuitable parts, equipment; • loss, forgetting, wasting, disappearance, unknown circumstances (time, place, etc.) or ordinary theft (without signs of burglary), robbery, fraud, misappropriation, deceit; • scratches, bends, loss of aesthetic appearance, smudges, dents, scratches, where these do not interfere with the use and functionality of the purchase; • theft from a car, unless the purchase has been stored in the boot of a properly locked vehicle or in a special hiding place and there are clear signs of forced entry into the car; • parts of the purchase which, by their purpose or nature of their work, are susceptible to wear and tear, deterioration or periodic replacement (e.g. controllers, remote controls, batteries, accumulators (including when they are an integral part of the purchase), chargers, filters, etc.).