

SAFETY+ INSURANCE

Insurance product information document

Insurance company: ADB „Compensa Vienna Insurance Group“

Product: SAFETY+ INSURANCE

This information document provides information about the insurance product: Safety+ Insurance. This document does not reflect the terms of a particular safety+ insurance certificate and is not part of the insurance certificate. Detailed pre-contractual information on safety+ insurance and information related to the insurance certificate is provided in other documents: ADB „Compensa Vienna Insurance Group“ Safety+ Insurance Rules (Approved by ADB „Compensa Vienna Insurance Group“ 15th of March, 2022 resolution of the board, valid from 16th of March, 2022).

What is the type of insurance?

Safety+ insurance provides insurance coverage related to Fraudulent Card Transactions occurring within 24 hours prior to the blocking of the Card and property interests related to the costs of replacement and delivery of the Card.

What is ensured by insurance coverage?

Insurance policy ensures the Insured person's property interests related to Fraudulent Card Transactions occurring within 24 hours prior to the blocking of the Card and property interests related to the costs of replacement and delivery of the Card.

In the event of Fraudulent Card Transactions, the sum insured of all insured events occurring during the 1 (one) year period of insurance cover may not exceed a total sum insured of EUR 3,000 (three thousand euros).

In the case of Card replacement and delivery, the cost of issuance and delivery of new Card is covered by the Insurer 1 (one) time per 1 (one) year of insurance cover.

Insured events:

1. The Insurer shall reimburse the amount of money lost by the Insured as a result of a Fraudulent Card Transaction during the 24-hour period prior to the blocking of the Card, when the following events have occurred:

1.1 Authorized Fraudulent Card Transaction;

1.2 Unauthorized Fraudulent Card Transaction up to €50 (fifty euros) per each such Fraudulent Card Transaction.

2. The Insurer shall cover the costs of replacement of the Card and arrange and cover the costs of the Card's prompt delivery to the Insured by post or courier, when the Card has been lost, stolen, broken, or blocked due to fraudulent activity with the card.

What is not ensured by insurance coverage?

The Insurer does not pay the insurance benefit when the Card was subjected to:

1. Unauthorized Fraudulent Card Transaction of more than €50 (fifty euros);

2. the following Authorized Fraudulent Card Transactions were carried out:

2.1 due to an illegal, fraudulent call or SMS, fraudulent links in emails, messaging applications, social media platforms, websites or other forms of fraudulent cyber-attack that caused losses to the Insured;

2.2 when the Insured voluntarily or grossly negligently discloses the Card Details to third parties.

The exact list of non-insured and non-recoverable losses is provided in the insurance rules.

Are there any restrictions on insurance coverage?

The Insurer does not reimburse:

1. Indirect or consequential losses incurred by the Insured that are not specified in the subject-matter of the insurance, such as loss of benefits, transportation or mobile operator costs, other losses and expenses;

2. Any payment transactions not made directly using the Card, but by other means of transfers (payments) from a Card Account.

An event is considered uninsurable in all cases if it was caused by or contributed to:

1. Cyber incidents;

2. Malicious computer programs, computer viruses or information technology equipment, regardless of the cause, that interfere with information technology applications, computer, network, telephone, internet functions or internet usage.

The full list is provided in the insurance rules.

The insurance benefit may be reduced if:

- The Insured failed to comply with its obligations arising from the Bank's General Business Terms, Payment Service Rules or any other rules, conditions or laws applicable or related to usage of the Card and/or Card Account which resulted or contributed to the occurrence of insured event.

The full list is provided in the insurance rules.

Where I get insurance coverage?

- The place of insurance is considered worldwide.

What are my responsibilities?

- The Insured has a duty to protect the Card Details at all times and not to allow other persons to learn it, even accidentally;
- The Insured shall accumulate funds in the Card Account in the amount of monthly insurance premium by the day before the last day of the current month and to keep them in the Card Account until the end of the current month for the purpose of automatic debit of respective insurance premium amount;
- The Insurer and/or the Bank have the right to give the Insured reasonable mandatory instructions to minimize or avoid the loss after being notified by the Insured of a possible insured event and the Insured shall act according to such instructions;
- In the event of an insured event, the Insured must:
 1. upon learning that the Card has been lost, stolen or otherwise unlawfully possessed by a third party, immediately block it in accordance with the Bank's Payment Service Rules;
 2. immediately inform the Bank by filling in the disputable payment transactions form and/or the application form to produce a new Card;
 3. report the use of a lost or stolen Card and/or the unauthorized acquisition of a Card to law enforcement authorities and provide the Bank with documents proving fulfilment of this obligation;
 4. cooperate in the investigation of the circumstances of the insured event and provide any other information and documents needed to investigate the event.

When and how I pay?

- The premium is paid monthly during the term of the insurance contract. The Bank automatically debits the insurance premium from the Insured person's Card Account each month.

When does insurance coverage comes into force and expire?

- The insurance cover takes effect from the date of application for this insurance service or the date the new Insured person's Card, subject to Security+ insurance coverage, is activated (whichever occurs later) and lasts until the end of the respective calendar month.
- Cover is automatically extended for the following calendar months.
- The number of renewals is unlimited and shall continue until the Card is no longer used, the insurance service is terminated.
- The Bank or Insurer may at any time decide not to extend the insurance coverage and therefore terminate the insurance services by giving a written notice to the Insured. Such notice shall be effective and insurance services shall be terminated as of the first calendar day of the month following the month on which the notice was served.

How can terminate a contract?

- The Insured has the right to request the cancellation of the insurance cover at any time. In all cases, insurance cover ends on the first day of the following calendar month. The insured person must submit the request in writing at any of the Bank's branches, or call +370 5 239 3444 or fill in a free form application in the Internet Bank. In all cases, including when the Card is surrendered, the unused balance of the insurance premium shall not be calculated and the insurance premium paid shall not be refunded, and the insurance cover shall cease as from the first day of the following calendar month or the date of expiry of the Card.