

Travel Insurance (Lombard Bank Malta p.l.c.)

Insurance Product Information Document (Gold Card Accounts)

Atlas Insurance PCC Limited, 47-50, Ta' Xbiex Seafront, Ta' Xbiex XBX 1021



Atlas Insurance PCC Limited is a cell company authorised under the Insurance Business Act 1998 to carry on general insurance business and is regulated by the Malta Financial Services Authority. The non-cellular assets of the company may be used to meet losses incurred by the cell in excess of their assets.

This is a summary of the insurance policy and is available to you if you have a valid Gold Mastercard or VISA card with Lombard Bank Malta p.l.c.

Travel Insurance cover is not personalized to your individual needs. Pre-contractual and contractual information is available within the policy document which is available on lombardmalta.com.

What is this type of insurance?

The Lombard Bank Travel Insurance policy will cover you once you become a Lombard Bank Gold Credit Card Accountholder. Travel Insurance is also applicable to your spouse or partner living with you, your children aged up to 18 years as well as children up to 23 years if in full time education (all living with you or your spouse).

Travel insurance automatically covers worldwide travel for trips:

- commencing and ending in Malta;
- not exceeding 45 days;
- for pleasure purposes as well as business travel (excluding manual work).



What is insured?

You will be insured for bodily injury, death, illness, disease, loss, theft, damage and other events happening while travelling outside Malta. The following **limits** apply per eligible person per trip:

- ✓ Costs due to unavoidable cancellation or abandonment of the trip - limit of €4,000
 - Pre-paid excursions - sub-limit of €125
 - Pre-paid shows - sub-limit of €125
- ✓ Emergency medical costs and related expenses - limit of €100,000
 - Treatment continuation on return - €700
- ✓ Hospital benefit (€35 per day) - limit of €1,200
- ✓ Baggage - limit of €2,500
 - Single article limit €600
 - Aggregate valuables & electronics limit €850
 - Loss of passport - limit of €120
 - Delayed Baggage - limit of €700
- ✓ Personal money – limit of €950
- ✓ Personal liability – limit of €500,000
- ✓ Delayed departure benefit – limit of €140
- ✓ Missed departure benefit – limit of €700
 - Cancellation limit of €4,000 after 24 hours' delay
- ✓ Hijack Benefit - limit of €500
- ✓ Personal Accident
 - Death or Loss of limbs/sight or Permanent Total Disablement:
 - Persons aged 16 - 75 years - overall limit €120,000;
 - Persons aged 0 - 15 years - overall limit €6,000

Optional Cover available for Specific Trips at a premium payable by eligible persons per trip

- ✓ Winter Sports Extension (maximum trip duration of 14 days);
- ✓ Cancelled Services cover due to adverse weather/natural phenomena - limit of €2,500 (not available in the 14 days before departure);
- ✓ Coronavirus cover



Are there any restrictions on cover?

- ! Trips are not to exceed 45 days;
- ! Cover for cancellation will not apply for more than 12 months from the start date of the trip;
- ! Winter sports is excluded (may be extended on request);
- ! Persons aged 76 or over are automatically not covered for Cancellation, Medical Expenses, Hospital Benefit and Personal Accident;
- ! No cover applies if booking of any trip is made knowing of a situation that will result in a claim;
- ! No cover applies when the Maltese Authorities have advised the public not to travel or prohibited travel to a country, area or event;
- ! If more than one eligible account is held by a person, only one claim can be made in respect of one incident.



Where am I covered?

- ✓ You will be covered anywhere in the World except within Malta.



When and how do I pay?

- Payment for this Travel Insurance Scheme is made by Lombard Bank Malta p.l.c.;
- You will, however, need to pay the applicable Policy Excess (if any) in the event of a claim;
- Eligible persons will have to pay for any of the Optional Cover (extensions) purchased for any trip.



What is not insured?

- ✗ The policy excess of €35 for medical related claims;
 - ✗ The policy excess of €25 for missed departure claims;
 - ✗ Extreme sports (full details are within the policy document);
 - ✗ Cancellation of flights or ship service due to adverse weather conditions or natural disasters unless cover has been purchased by eligible persons for specific trips (see terms and conditions of this cover extension);
 - ✗ Winter sports (unless cover is purchased). Certain winter sports activities would still be excluded (refer to policy document);
 - ✗ Professional sports, racing, motor rallies and motor competitions;
 - ✗ Driving or riding on all quadbikes and other two/three wheeled vehicles with engines of more than 125cc;
 - ✗ Any manual work;
 - ✗ Theft of luggage from an unattended vehicle that is left unlocked or if the luggage is left in sight;
 - ✗ All unattended valuables including cameras, phones, ipads, laptops and similar electronic equipment (cover is also excluded from any unattended vehicle even if not in sight);
 - ✗ Wear and tear as well as mechanical breakdown or failure of any items of luggage;
 - ✗ Claims for items forming part of a pair or set that have not been stolen or damaged;
 - ✗ All damage to china, glass and other brittle articles and musical instruments;
 - ✗ Any sports equipment/clothing while in use;
 - ✗ Loss, theft or damage to contact lenses, hearing aids, dental or medical fittings, items dispatched as freight, documents, bicycles;
 - ✗ Damage to suitcases unless the suitcase is entirely unusable;
 - ✗ Loss by fraud and deception;
 - ✗ Any improvement on any claimed items;
 - ✗ Any consequential loss;
 - ✗ Any pre-existing medical conditions that exist or have existed in the 12 months prior to booking any trip;
 - ✗ Claims related to HIV including AIDS;
 - ✗ Claims related to travel to a country or specific area or event to which travel has been prohibited or advice given by the Maltese Authorities not to travel;
 - ✗ Claims related to pandemic and epidemic including the fear or threat of catching such illness (coronavirus cover may be purchased for specific trips - terms will be provided on request);
 - ✗ Any wilful self-inflicted injury or illness, suicide, emotional disorders, sexually transmitted diseases, alcohol abuse and drug addiction;
 - ✗ War risks, civil unrest, terrorism, sonic bangs and nuclear contamination;
 - ✗ Any liability arising from the use of electrically and mechanically propelled vehicles;
 - ✗ Any liability arising from the transmission of a communicable disease;
 - ✗ Claims related to cyber attacks or breaches, computer related errors and omissions including loss of data;
 - ✗ Any costs which any third party travel providers or compensation schemes are obliged to refund;
- and all other exclusions shown in the policy document.



What are my obligations?

- You must take reasonable precautions to ensure the safety and supervision of your property;
- You must take proper caution when travelling e.g. taking the recommended inoculations when travelling to certain countries;
- In the event of a claim you must:
 - confirm your Lombard Bank Gold Credit Card Account;
 - notify Atlas Insurance as soon as possible, but not later than 30 days, of any potential claim by completing an on-line claim notification on atlas.com.mt or via email on insure@atlas.com.mt or by phoning 2343 5381 - a claim form is also available on lombardmalta.com;
 - report all losses and thefts to the police within 24 hours of the incident and forward the police report to Atlas Insurance;
 - provide proof of all losses, any other requested reports as well as all documentation quantifying the claimed amounts.



When does the cover start and end?

- Cancellation cover commences from the date of booking of your trip or issue of the Gold Credit Card Account (whichever is the later - but not later than 12 months from the start of the trip);
- Other sections (including abandonment) will operate during the trip;
- All insurance cover will automatically end when your Lombard Bank Gold Credit Card Account is terminated for whatever reason.



How do I cancel the contract?

- The contract (policy) may only be cancelled by Lombard Bank Malta p.l.c.