

Financial loss insurance

Insurance Product Information Document

Company: CROATIA INSURANCE COMPANY Plc. with registered office in the Republic of Croatia, with approval to perform insurance and reinsurance activities

Product: Travel cancellation or interruption insurance

The document is informative and contains important product information. More detailed information on the coverage and on other rights and obligations from the insurance contract can be found in other pre-contractual and contractual documentation.

What is this type of insurance?

The insurance of financial losses of the insured person (passenger) due to the cancellation or interruption of travel



What is insured?

- ✓ The amount of the insurance up to a maximum of 90% of the total travel price.
- Insurance protection is provided against the following risks:
- ✓ death
 - ✓ accident
 - ✓ illness
 - ✓ pregnancy disorder
 - ✓ fire, flood or criminal offence committed with intent by a third party on property owned by or in the possession of the traveller
 - ✓ natural disasters in the place of residence or domicile of the insured person, the starting point and/or destination of the trip, as well as natural disasters that affect the property owned or in the possession of the insured person.
- In particular, the insurance of financial losses due to the following can be contracted:
- cancellation of a business trip by the organizer or other business party or by the traveller's employer due to a sudden, immediate, scheduled business meeting at which the traveller must be present
 - cancellation or interruption of a business trip by the passenger.



What is not insured?

- ✗ an epidemic in the country to or from which the insured person is travelling or a pandemic
- ✗ bankruptcy and insolvency of the travel organizer
- ✗ cancellation of the trip by the travel organizer



Are there any restrictions on cover?

- ! The insured person shall have the right to claim up to:
 - ! 90% of the paid amount of the trip or the price of the plane ticket if the insured risk is realized before the agreed commencement of the trip
 - ! 90% of the paid travel amount reduced by the price of the already used part of the trip, if the insured person terminates the already started contracted trip due to the realisation of the insured risk, and no later than the expiration of 50% of the planned duration



Where am I covered?

- ✓ The insurance covers the insured risks and insured events that occur all over the world, unless otherwise agreed.



What are my obligations?

- inform the insurer about any change of circumstances that could be relevant to the risk assessment
- pay the insurance premium in the manner agreed
- provide the insurer with all the necessary documentation and provide all the necessary assistance in order to determine the important circumstances regarding the submitted insurance claim



When and how do I pay?

If a one-time payment of the insurance premium has been agreed or within the agreed deadlines, the one-time premium or the first instalment of the premium is paid when concluding the insurance contract.

The insurance premium is paid in cash or by card.



When does the cover start and end?

The insurance coverage begins with the expiration the 24th hour of the day on which the insurance contract is concluded, provided that the insurance premium or the first instalment of the premium has been paid by that day, and ends with the expiration of the 24th hour of the day on which 50% of the estimated duration of the trip expires.



How do I cancel the contract?

The insurance policyholder shall have the right to terminate the insurance contract if the travel organizer cancels the trip before the commencement due to the occurrence of external, extraordinary or unforeseen circumstances that could not be prevented, avoided or eliminated.

An insurance contract concluded for a period of up to 5 (five) years cannot be terminated before the expiration of the period for which it was concluded.