

# Keytrade Bank VISA Classic Purchase Insurance

Document containing information about the insurance product



Inter Partner Assistance SA - Belgique - Assureur - BNB n° 0487 Purchase Insurance

The purpose of this document is to provide you with an overview of the main benefits and exclusions relating to this insurance. This document is not tailored to your specific needs and the information it contains is not complete. For more information, please refer to the pre-contractual and contractual terms for this insurance product.

## What kind of insurance is it?

The Keytrade Bank VISA Classic Purchase Insurance is an assistance insurance whereby the insurer undertakes to provide assistance when the insured has made a purchase with the Keytrade Classic VISA card.



### What is insured?

#### Guarantee

If the insured has bought a new and guaranteed good with the credit card, the insurer will reimburse:

- ✓ the purchase price of the stolen property, or
- ✓ in the event of accidental damage to the property, the cost of repairing the damaged property, including transport costs for the repair
- ✓ the purchase price of the property if it cannot be repaired or if the cost of repair exceeds the purchase price of the property.

#### Insured property

- ✓ All movable property, purchased new by the insured and paid in full by credit card during the term of the guarantee.



### What is not insured?

#### Specific exclusions for insured goods:

The following goods and losses are excluded from this cover

- ✗ live animals ;
- ✗ perishable goods, food ;
- ✗ drinks;
- ✗ plants;
- ✗ motor vehicles and accessories or parts thereof
- ✗ jewellery or precious items such as works of art, gold and silverware with a value of at least €150;
- ✗ cash, shares, bonds, coupons, securities and papers, securities of any kind;
- ✗ digital data that can be viewed or downloaded online (especially MP3 files, photos, software, etc.);
- ✗ services, including those consumed online;
- ✗ goods for professional use;
- ✗ goods for commercial use;
- ✗ goods bought on an auction site;
- ✗ tickets.

The following goods and losses are also excluded from this warranty

- ✗ normal wear and tear or a defect in the goods ;
- ✗ a manufacturing defect;
- ✗ damage caused by non-compliance with the manufacturer's or distributor's instructions or recommendations concerning the use of the insured goods;
- ✗ theft from or in a motor vehicle;
- ✗ transportation of the insured goods.



### Are there any coverage restrictions?

- Maximum 1,500 euros per insured person and per claim and per continuous period of 12 months from the first claim. Heavy theft or accidental damage to a group of insured goods will be considered as one and the same claim.



## Where am I covered?

- What the special conditions provide for.



## What are my obligations?

- When entering into the contract: provide an accurate statement of all circumstances known to you that you should reasonably consider as elements for assessing the risk to us.
- During the term of the contract: indicate any new circumstance or change of circumstance that may significantly and permanently increase the risk of the insured event occurring.
- In case of a claim :
  - declare the claim
  - At AXA Assistance's first request, present original proof of the expenses incurred:
    - proof of the insured item, price and date of purchase or delivery (invoice or receipt);
    - copy of the account statement showing that the purchase price of the insured good has been debited by means of the credit card;
    - in case of aggravated theft: any evidence of aggravated theft, such as a report of the complaint and the identity of the competent authority, an invoice from the locksmith, a medical certificate or a witness statement (in writing, dated and signed by the witness, stating his/her name and address);
    - in case of accidental damage: original quotation or invoice for the repair of the insured good, or certificate from the seller or repairer specifying the nature of the damage and stating that the insured good is irreparable.
  - provide evidence of the facts entitling to the guaranteed benefits when requested by AXA Assistance



## When and how should I pay?

You must pay the premium when you receive the invitation to pay. The premium is a payable debt.



## When does coverage start and end?

Cover starts as soon as the cardholder is in possession of the card, as stated in the special conditions of application.

- The cover ends:
  - if the card is permanently blocked by the bank;
  - if the customer gives up the card, or ;
  - if the card is no longer valid.
- Cover ends automatically in the following cases:
  - in case of non-renewal or withdrawal of the card by Keytrade Bank ;
  - in case of non-renewal or termination of the contract between the insurer and the policyholder.

Special terms and conditions may set special time limits for the coverage of insured claims.



## How can I cancel my contract?

The policyholder may cancel the contract by registered letter, bailiff's writ or by delivering the cancellation letter against receipt:

- after each claim, no later than one month after the payment of compensation or after notification of the refusal to intervene.
- within 30 days of receipt of the signed copy of the special conditions if the contract is concluded under the same conditions for a period of more than 30 days
- in the event of a change in the insurance terms and/or rate, the policyholder is notified of this change and has the right to cancel the contract in the same manner within three months from the date of this notification
- at least three months before the expiry date of the contract,

As a consumer, the policyholder has the right to cancel this contract, without payment of a penalty and without giving reasons, within a withdrawal period that expires 14 days from the date of conclusion of the contract.