

# Keytrade Bank VISA Platinum Insurance Purchase

## Document containing information about the insurance product



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

The purpose of this document is to give you 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 Platinum Purchase Insurance is an assistance insurance whereby the insurer undertakes to provide assistance when the insured has made a purchase using the Keytrade Platinum VISA card.



### What is insured?

#### Guarantee

- ✓ If the insured has purchased a new and guaranteed good with his credit card, the insurer will reimburse the following:
  - the purchase price of the stolen property, or
  - in case of incidental damage to the property, the repair costs of the damaged property including the transport costs for the repair, or
  - the purchase price of the good if it is not repairable or if the repair costs exceed the purchase price.

In the event of theft of the property, the guarantee only applies if the theft is aggravated.

- ✓ The guarantee applies to the extent that the aggravated theft or incidental damage occurs within 90 days from the date of purchase of the insured property.
- ✓ The compensation including taxes will be transferred to the insured, in euros, to the account number specified in the claim declaration.

#### Insured goods

- ✓ Any moveable property, purchased new by the insured and paid in full by credit card during the term of the guarantee.
- ✓ If the insured property is part of a whole and proves individually unusable or irreplaceable as a result of the claim, the cover applies to the whole.



### What is not insured?

#### Specific exclusions for insured goods:

Following goods and damages are excluded from current warranty:

- ✗ live animals;
- ✗ perishable goods, food products;
- ✗ drinks;
- ✗ plants;
- ✗ motorised vehicles and their accessories or parts;
- ✗ jewellery or valuable items such as: works of art, goldware, silverware with a value of at least €150;
- ✗ cash, shares, bonds, coupons, securities and securities of all kinds;
- ✗ digital data to be visualised or downloaded online (especially mp3 files, photos, software ...);
- ✗ services provided, including services provided online;
- ✗ goods for professional use;
- ✗ goods for commercial use;
- ✗ goods bought on an auction site;
- ✗ transport tickets.

#### Specific exclusions for all guarantees:

Following goods and damages are also excluded from current warranty:

- ✗ normal wear and tear of or a defect in the good;
- ✗ a manufacturing defect;
- ✗ damage resulting from non-compliance with the manufacturer's or distributor's instructions or recommendations regarding the use of the warranted goods;
- ✗ theft from or in a motorised vehicle;
- ✗ the transport of insured goods.



### Are there any coverage restrictions?

- ! Maximum €5,000 per insured and per claim and per consecutive period of 12 months from the first claim. Will be considered as one and the same claim: theft under aggravating circumstances or of incidental damage to a set of insured goods.
- ! Intervention ceiling: the minimum purchase value per insured item is €50 including VAT. Compensation is limited to €5,000 per item and insurance year.



## Where am I covered?

- ✓ What the special conditions provide



## 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 :

In the event of a claim: under penalty of forfeiture (except for an accidental event or force majeure), as soon as the insured establishes the theft under aggravating circumstances or of incidental damage to the insured property:

- in case of aggravated theft, file a complaint with the competent authorities within 48h following the discovery of the theft of the insured property;
- report the claim to the insurer as soon as possible (date, place, facts as well as the elements listed below).

The amount of compensation is calculated on the basis of the following elements that the insured must provide to the insurer:

- documentary evidence identifying the insured good, its price and the date of purchase or delivery (invoice or receipt);
- copy of the account statement showing the debit of the purchase price of the insured good via credit card;
- in case of aggravated theft: any piece of evidence of aggravated theft such as a report of the complaint filed and the identity of the competent authorities, an invoice from the locksmith, a medical certificate or witness statement (written, dated and signed by the witness, including his name and address);
- in case of accidental damage: the original quotation or invoice for the repair of the insured good, or certificate from the seller or repairer stating the nature of the damage and a statement that the insured good is irreparable.



## 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?

The guarantees start to run once the holder of the card is in possession of it, as stated in the applicable special conditions.

Coverage ends:

- if the card was permanently blocked by the bank;
- If the customer cancels the card, or;
- if the card is no longer valid.

Cover ends automatically in the following cases:

- in case the card is not renewed or retained by Keytrade Bank
- in case the card is not renewed or the contract between the insurer and the policyholder is dissolved.

The special conditions may determine the specific durations of coverage for 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.