

# Keytrade Bank VISA Platinum 'Ticket Cancellation' insurance

## Special conditions

### 1. Definitions

- **Insurer:** Inter Partner Assistance SA, an insurance company certified by the BNB under number 0487, with registered office at Boulevard du Régent 7 in 1000 Brussels - BE0415 591 055 – member of the AXA Assistance Group, hereinafter referred to as "AXA Assistance".
- **Event:** the following events shall apply: all dance performances, performances on stage, sporting events, concerts or any organised event that requires a ticket to be purchased, as well as planned visits to theme parks at a given location and at a specific time.

### 2. Guarantee

The insurer shall reimburse the insured within the limits of the cover: the non-refundable amount of the event Ticket and when the insured cancels the ticket before the actual start of the covered event in accordance with the conditions specified above.

### 3. Insurance beneficiary

Is the holder of a Keytrade Bank VISA Platinum card, legally residing in Belgium as a private individual, acting exclusively on a personal level and not within the framework of the performance of a professional or commercial activity, and who has paid in full the sums for the purchases concerned using the Keytrade Bank VISA Platinum card.

The card holder is the natural person whose name is written on the card.

### 4. Insured

The insurance beneficiary (card holder) and his or her legal or de facto spouse if he or she lives at the same address and the children (aged under 25), whether or not they legally reside with the insurance beneficiary.

### 5. Risks covered

AXA Assistance will refund the insured for the value indicated on the ticket, after one of the following incidents:

- Death of the holder or of a first degree family member
- Accident suffered by the insured or a first degree family member
- Hospitalisation of the insured
- Convening of the insured before the court as a witness or member of the jury.

### 6. Amount of compensation per claim and per year of insurance

AXA Assistance will refund the credit card holder up to €250 per ticket up to a maximum of €1,000 per event and per period of 365 days, for tickets purchased using the credit card (in line with the price indicated on the ticket).

### 7. Exclusions

The following claim cases shall not be covered:

- Cancellation of the event by the organiser.
- Claims directly or indirectly resulting from a pre-existing medical condition.
- Service charges linked to the purchasing/reservation of tickets.

### 8. What to do in case of claim/incident

The claim statement must be sent to AXA Assistance as quickly as possible. To this end, the Insured should use the 'Ticket Cancellation- intervention request' form, which he or she can print out from the website [www.keytradebank.be](http://www.keytradebank.be). This form must be sent, duly completed and signed, along with the relevant supporting documentation, by email to AXA Assistance: [claims-assistance@axa-assistance.com](mailto:claims-assistance@axa-assistance.com), or by email to: AXA Assistance, Service Remboursements Keytrade Bank VISA Platinum, Boulevard du Régent 7, 1000 Brussels.

The guarantee shall only be valid on presentation of the original supporting documentation.