

# Keytrade Bank VISA Platinum 'Caretaking Services'

## Document with information about the insurance product

Insurer : Inter Partner Assistance SA, an insurance company certified by the BNB under number 0487, with registered office at Avenue Louise 166 in 1050 Brussels - BE0415 591 055



Product reference : XXXXX

*The purpose of this document is to give you an overview of the main cover and exclusions relating to this insurance. This document has not been personalised according to your specific needs and the information contained therein is not exhaustive. For additional information, please consult the contractual and pre-contractual conditions relating to this insurance product.*

### What type of insurance is concerned?

This is an insurance policy wherein the Insurer offers a number of services for the holder of a Keytrade bank VISA Platinum card when organizing a trip or during a trip.



### What is covered?

- ✓ Booking of a rental car and information
  - Helping to organise and supply a rental car throughout the world. Excl. the cost of the rental.
- ✓ Information on the destination
  - such as entertainment, shopping, restaurants, currency and directions.
- ✓ Find me / book me a garage
  - Provide information on local garage services, making it possible to draw comparisons and make vehicle servicing decisions as well as bookings.
- ✓ Hotel bookings and information
  - Provide information, make bookings, give assistance and advice on the best and available accommodation options in line with needs. The cost of the booking must be paid by the holder of a Keytrade Bank VISA Platinum card.
- ✓ Interpreting service
  - Telephone access to multilingual interpreting services: verbal translation into or from the native language. The cost of the translation has to be paid by the holder of a Keytrade Bank VISA Platinum card.
- ✓ Medical information
  - Give local information concerning the accessibility, location, telephone numbers and opening hours of doctors, hospitals, dentists and chemist shops in a large



### What is not covered?



### Are there any limitations in coverage?

number of countries.

- ✓ **Travel and health tips**
  - i.a. tips concerning climate and weather, assistance for passports, visas, vaccines, languages spoken, information on local customs, contact details of the embassy and consulate.



#### Where am I covered?

- ✓ Globally



#### What are my obligations?



#### When and how do I pay?

You have to pay on the moment you receive an invitation to payment



#### When does the coverage start and end?

The contract is concluded for the duration specified in the special conditions.



#### How do I renounce my contract?

On the one hand, the parties may object to the tacit renewal by registered letter three months before the expiry of the current period.

On the other hand, the customer may also terminate the contract prematurely:

- (a) after each report of a claim. This termination must be notified to the insurer by registered letter no later than one month after payment of the indemnity or after notification of refusal of intervention. In this case, the termination shall take effect three months after its notification
- (b) within thirty days of the conclusion of the insurance policy. The policy ends with immediate effect from the moment of the written notification by the insured to the insurer. However, this right to terminate the policy prematurely (or the right of renunciation) shall not apply if the insurer has in the meantime intervened.