

# Everyday Protection Insurance: Purchase, Refund and Ticket Cancellation Insurance

Insurance Product Information Document



Insurer: Chubb European Group SE. Tour Carpe Diem, 31, Place des Corolles – Esplanade Nord – 92400 Courbevoie, France. Chubb European Group SE insurance company registered in France under the identification number 450 327 374 RCS Nanterre, governed by the Insurance Code; is approved and supervised by the ACPR.

The “Ultra”, “Metal”, “Premium” and “Plus” Plan from Revolut

This document provides a summary of the main coverage and exclusions. It is not personalised to your specific individual needs. Complete pre-contractual and contractual information about this product is provided in the certificate of insurance and policy terms and conditions (e.g. regarding data protection).

## What is this type of insurance?

This is purchase protection, refund protection and ticket cancellation insurance. It covers damage or theft (but not loss) of your purchases. It provides a refund of purchases where the retailer won't take an eligible item back. It reimburses the cost of event tickets for unforeseen covered circumstances. All covers are only valid if not excluded in the policy. All covers are only for purchases made with your Ultra, Metal, Premium and Plus Plan Account.



### What is insured?

This policy pays benefits as below in accordance with the policy wording for items purchased on your card in the following ways

#### Purchase Protection

- ✓ Up to €1,000 (Plus plan) or €2,500 (Premium Plan) or €10,000 (Metal & Ultra Plan) towards repair or replacement if an eligible item purchased on the account is stolen or damaged (but not lost) within 12 months of purchase.
- ✓ Max cover is €1,000 (Plus plan) or €2,500 (Premium Plan) or €10,000 (Metal & Ultra Plan) in a 12-month period beginning on the anniversary of your Ultra, Metal, Premium and Plus Plan account.
- ✓ We will also pay for the shipping to send the item to us up to a maximum of €50.

#### Refund Protection

- ✓ Up to €300 per item if a retailer within the country where your account is registered, or Europe will not take back an eligible item purchased on the account within 90 days of purchase.
- ✓ Max cover is €600 in a 12-month period beginning on the anniversary of your Ultra, Metal, Premium and Plus Plan account.

#### Ticket Cancellation

Up to €1,000 in a 12-month period beginning on the anniversary of your Ultra, Metal, Premium or Plus Plan account if you are unable to attend an event for one of the following reasons:

- ✓ Death, serious injury, serious illness of you, your event companion or close relative.
- ✓ If you are diagnosed Covid-19 by a medical practitioner.
- ✓ Required business trip or re-sit a scheduled exam.
- ✓ If your vehicle is damaged 4 hours prior to the event.
- ✓ Unexpected transportation delay of more than 3 hours.
- ✓ If you are called for a legal duty on the day of the event.



- ✓ Theft of your identity papers or the event tickets.
- ✓ Serious damage to your primary residence, secondary residence, professional premises.
- ✓ Natural catastrophe or adverse weather resulting in the impossibility of transport to go to the event.



### What is not insured?

#### All Coverages

- ✗ All benefits are dependent on the item or ticket having been purchased on the account.

#### Purchase Protection

- ✗ Items with a purchase cost of less than 50€
- ✗ Coverage is limited to within 12 months of purchase.
- ✗ For mobile phones, only one accident every 12 months is covered. This means that if you make a successful claim for a mobile phone, you may not make another for any loss in the following 12 months.

#### Refund Protection

- ✗ Coverage is limited to within 90 days of purchase.

#### Ticket Cancellation

- ✗ Only tickets guaranteeing entry to an event with a fixed performance or utilization date are covered. Tickets for modes of transportation are not covered.
- ✗ Circumstances not listed in the covered circumstances are not covered.



## Are there any restrictions on cover?

### All Coverages

- ! Any claims which would result in breaches of UN resolutions or trade or economic sanctions or other laws of the EU, UK, or USA.
- ! Items/tickets not purchased on your account.

### Purchase Protection

- ! Secondhand items; normal wear and tear; damage caused intentionally or caused by product defects.
- ! Theft of or damage to money, tickets, vehicles, vehicle parts, animals, plants, perishable goods, food, and beverages.
- ! Theft of or damage of items left unattended and/or not reported to police (If applicable) within 48 hours.

### Refund Protection

- ! Items costing less than €50 and items not in a saleable condition.
- ! Closing down sale items, tickets, antiques, perishable goods, art works, precious coins/stamps, food, and beverages.
- ! There is no cover if the reason for the refund decline the retailer is does not accept returns via post.

### Ticket Cancellation

- ! Any illness or accident, any other condition or set of circumstances known to you at the purchase of the ticket, which could reasonably have been expected to give rise to you needing to cancel such ticket.
- ! Any claims where the service provider or event organiser offers a voucher or a reimbursement.
- ! Your disinclination to attend the event.
- ! Cancellation of the event itself.



## Where am I covered?

- ✓ For Purchase Protection: For purchases made worldwide, but only if the eligible item meets any CE safety and environmental certification requirements that would apply when it is purchased in the UK or EU.
- ✓ Refund Protection: The country where the purchase is made must be in Europe or the country in which your account is registered.
- ✓ For Ticket cancellation: Events occurring in Europe or the country where your account is registered.



## What are my obligations?

### During the period of insurance

- You must supply at your own expense any information, evidence and receipts we reasonably require.
- You must take reasonable care to protect yourself and your personal belongings from loss, damage, accident, injury, and illness.

### In the event of a claim

- You must notify us as soon as practicable in the event of a claim. This must be done as follows:
  - Go to your Dashboard on the Revolut app and fill in the claim form
- Purchase Protection – You must provide proof of purchase including receipt from retailer. You must obtain a police report for stolen items. Damaged items must be sent to us upon our request.
- Refund Protection – Purchased items must be sent to us in their original packaging upon our request.
- Ticket Cancellation – You must provide proof of the eligible cancellation reasons.

### For general enquiries

- Call +32 2 808 96 39
- Email us at [contact@qover.com](mailto:contact@qover.com)
- Web: [www.qover.com](http://www.qover.com)



## When and how do I pay?

The insurance is provided under a group insurance policy that Revolut holds with Chubb for the benefit of its Account Holders. There is no additional charge or premium for this insurance.



## When does the cover start and end?

The cover starts on either the date you subscribe to a Plus, Premium, Metal or Ultra account or the 16th of December 2020 – whichever is later. It covers eligible purchases you make with your account, subject to insurance policy terms and conditions.

You will also be eligible for cover if you upgrade from a free plan to either the Plus, Premium, Metal or Ultra paid plan within 12 hours of the item being purchased, provided the item was purchased online using your account.



## How do I cancel the contract?

- You may cancel this insurance by cancelling your account or by downgrading to a free plan. Find out how to cancel your account at <https://www.revolut.com/legal/terms/>