

Insurance Product Information Document

This insurance is provided by Wakam and administered by Qover on behalf of Wakam. Wakam registered office is at 120-122, rue Réaumur, 75083 Paris (France) and whose VAT number is FR 59562117085. Non-life insurance company approved by the Autorité de Contrôle Prudentiel et de Résolution (ACPR), 4 Place de Budapest, CS 92459, 75436 PARIS CEDEX 09, under number 4020259.

The "Ultra", "Metal", "Premium" and "Plus" Plan from Revolut

This document provides a summary of the main coverage and exclusions. Complete pre-contractual and contractual information about this product is provided in the 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 (class II, group 8, 9 and 16 as per the annex to the Act on insurance and reinsurance activity dated 11 September 2015). Subject to the exclusions and limitations contained in the policy terms and conditions, it provides reimbursement of repair or replacement costs in case accidental 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 for items/tickets purchased 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 as a result of the following:

Purchase Protection

- ✓ Cost of repair or replacement if an eligible item purchased on the account is stolen or damaged accidentally (but not lost) within 12 months of purchase or of delivery if the latter is after the date of purchase.
- ✓ Our limit of liability is €1,000 (Plus plan) or €2,500 (Premium Plan) or €10,000 (Metal & Ultra Plan) in the aggregate in a 12-month period beginning on the later of when you first subscribe to a Plus, Premium, Metal or Ultra account or the insurance start date (which is 9 December 2020)
- ✓ 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.
- ✓ Our limit of liability is €600 in the aggregate in a 12-month period beginning on the later of when you first subscribe to a Plus, Premium, Metal or Ultra account or the insurance start date (which is 9 December 2020).

Ticket Cancellation

We will reimburse the cost of event tickets up to €1,000 in the aggregate in a 12-month period beginning on the later of when you first subscribe to a Plus, Premium, Metal or Ultra account or the insurance start date (which is 9 December 2020), if you are unable to attend an event for one of the following reasons:



- ✓ Death, injury, sickness of: you, your event companion or close relative, a paid childcare provider, who is required to look after your children
- ✓ If you are diagnosed Covid-19 by a medical practitioner or sanitary-epidemiological station (pl: Sanepid)
- ✓ Required business trip or resit 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 by law enforcement authorities on the day of the event.
- ✓ Theft of your identity papers or the event tickets.
- ✓ 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 or of delivery if the latter is after the date of purchase
- ✗ For mobile phones, only one accident every 12 months is covered.

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

- ! Second hand items; normal wear and tear; damage caused intentionally, due to gross-negligence or caused by product defects.
- ! Theft of or damage to money, tickets, vehicles, vehicle parts, animals, plants, perishable goods, food and beverages.
- ! Theft of items not reported to police

Refund Protection

- ! Items costing less than €50 and items not in a saleable condition (i.e. free from all defects and in full working order).
- ! 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 is the retailer does not accept returns via post.

Ticket Cancellation

- ! There is no cover if your inability to attend the event was caused by any illness or injury (diagnosed and/or treated at the purchase of the ticket) or any condition or set of other circumstances known by you at the purchase of the ticket.
- ! There is no cover for any claims where the service provider or event organiser offers a voucher or a reimbursement
- ! There is no cover if inability to attend the event was caused by your disinclination to attend the event.
- ! There is no cover for cancellation of the event itself.



Where am I covered?

- ✓ For Purchase Protection: For purchases made worldwide, but only if the eligible item has CE safety and EU environmental certification requirements
- ✓ Refund Protection: The country where the purchase is made must be where your account is registered or Europe.
- ✓ For Ticket cancellation: events occurring in the country where your account is registered or Europe.



What are my obligations?

During the period of insurance

- When an insured event occurs you shall take available steps to minimise any loss and ensure the possibility of pursuing compensatory claims against the persons liable for the damage.

In the event of a claim

- You must inform us of an insured event as soon as reasonably possible, but no later than within 30 days of its occurrence, and as follows:
 - Go to your Dashboard on the Revolut app and fill in the claim form. In addition, you are requested to provide available information and documentation to the extent necessary in order to determine our liability and/or the amount of compensation due. The list of the required documents (items) is contained in the master policy terms and conditions.
- If an insured event covered by this policy is covered by other insurance policies you must inform us of these (stating the name of the other insurer and the sum insured).

For general enquiries

- Call +32 2 808 96 39
- Email us at contact@qover.com
- Web: www.qover.com



When and how do I pay?

The insurance is provided under a group insurance policy that Revolut holds with Wakam for the benefit of its account holders. The insurance premium is paid by the Revolut on a monthly basis by a bank transfer.



When does the cover start and end?

The cover starts on the later of when you first subscribe to a Plus, Premium, Metal or Ultra account or on the 16th of December 2020 and ends.

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 resign from the insurance cover with 7 days' notice by contacting us. Cancellation of your account or downgrading to a free plan entails automatic cancellation of the insurance coverage. Find out how to cancel your account at <https://www.revolut.com/legal/terms/>