

Revolut

Plus, Premium, Metal, Ultra Account Holders

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

Master policy

Terms & Conditions

Effective April 30, 2025

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Introduction

This *master policy* is an agreement between the *master policyholder* and *us*, which has been arranged by *Revolut Insurance Europe* for *your* benefit under the terms and conditions provided for in the Plus, Premium, Metal & Ultra Terms. The *master policy* contains details of the cover, conditions and exclusions applicable and is the basis on which all claims will be assessed under the *master policy* number: FRBOPA57799.

Chubb acts as sole insurer for purchases made up to and including 31 March 2022. Then, for purchases made from 1 April 2022 onwards, Chubb and Wakam will act as co-insurers.

In return for having accepted the premium from the *master policyholder*, *we* will provide the cover outlined in this *master policy* to the *master policyholder* for *you* in accordance with the operative sections of this *master policy* as referred to in the master policy schedule.

This *master policy* Terms & Conditions, the master policy schedule, any endorsements and the IPID all form part of the *master policy*. The master policy schedule shows which benefits *Revolut Insurance Europe* has arranged, who is covered under this *master policy* and when and where cover applies.

The *master policy* and all communications before and during the *period of insurance* will be provided in the languages of *your Revolut account*.

Certain words have special meanings wherever they appear in *italic* type and are listed as “Definitions” at the end of this document.

The *master policyholder* and *you* should keep a record (including copies of letters) of all information supplied to *us* in connection with this insurance.

How to contact the *administrator*

The *insurers* have appointed the *administrator* to manage this *master policy*, who will be there to help you throughout the lifetime of this *policy*, answer any questions you might have about this *policy* and deal with your *claim*.

If you have any specific needs that makes communication difficult, please tell the *administrator* who will be pleased to help.

If you wish to discuss this *master policy*, or you wish to make a claim or discuss an ongoing claim, you can contact the *administrator*, the contact details are below:

By e-mail GENERAL ENQUIRIES contact@qover.com	By telephone GENERAL ENQUIRIES +32 2 808 96 39
For claims Go to your Dashboard on the Revolut app and fill in the claim form or go to revolut.qover.com	
Via the administrator's website www.qover.com	By post mail Qover SA/NV Rue du Commerce 31, 1000 Brussels – Belgium

Claims conditions and requirements

1. All claims and potential claims must be reported within 30 days or as soon as reasonably possible of the incident or *event* giving rise to the claim.
2. We will only pay amounts if they are not covered by other insurance. You must inform us of these and assist us in seeking reimbursement where appropriate.
3. Interest will only be paid on claims if payment has been unreasonably delayed by us following our receipt of all the required information from you.
4. Please ensure you keep copies of all documentation sent to substantiate a claim.
5. You must provide all the following items, information and documentation and anything else reasonably requested by us or the claim handler in order to make a claim. These must be provided at your own expense.

Benefit	Information required
General	All documents must be original Completed claim form

Purchase protection, refund protection and ticket cancellation protection

Benefit	Information required
Purchase Protection	<ul style="list-style-type: none"> • Proof that <i>you</i> purchased the item on <i>your account</i> • Receipt from retailer • Report from police detailing <i>theft</i> • Return of the damaged items if required by the <i>administrator</i>
Refund Protection	<ul style="list-style-type: none"> • Proof that <i>you</i> purchased the item on <i>your account</i> • Receipt from retailer • Details of retailer who refused to accept returned items • Proof that the retailer refuses to take the item back • Return of the purchased items in original packaging if required by the <i>administrator</i>
Ticket Cancellation Protection	<ul style="list-style-type: none"> • In all cases: <ul style="list-style-type: none"> ✓ Proof that <i>you</i> purchased the <i>ticket</i> on <i>your account</i> ✓ Receipt from retailer • In case of serious bodily injury or serious illness: <ul style="list-style-type: none"> ✓ Initial medical certificate specifying the date and nature of the accident or illness. • In case of Covid-19: <ul style="list-style-type: none"> ✓ Medical certificate specifying that quarantine is requested or copy of the results of the Covid-19 test. • In the <i>event</i> of death: <ul style="list-style-type: none"> ✓ Copy of the death certificate. • In case of childbirth: <ul style="list-style-type: none"> ✓ Copy of the birth certificate • In case of damage to vehicle, residence or professional premises: <ul style="list-style-type: none"> ✓ Copy of the claim declaration made of the damaged property. • In the <i>event</i> of being summoned as a sitting juror or witness: <ul style="list-style-type: none"> ✓ Copy of the official summons. • In the <i>event</i> of unexpected business trip: <ul style="list-style-type: none"> ✓ Copy of the travel itinerary (including dates and reason) by <i>your</i> employer who ordered the professional trip or the obligation to be at <i>your</i> workstation. • In the <i>event</i> of a professional appointment with a supplier or client: <ul style="list-style-type: none"> ✓ Copy of the appointment detailing the dates and reason to meet that person. • In case of an exam re-sit: proof of the date and time of the exam • In the <i>event</i> of <i>Theft</i> of identity papers or <i>Theft</i> of the guaranteed <i>ticket(s)</i>: <ul style="list-style-type: none"> ✓ Copy of the police report. • In the <i>event</i> of immobilisation of <i>your</i> vehicle: <ul style="list-style-type: none"> ✓ Copy of the breakdown/towing invoice for the vehicle.

We pay the claim within 30 days of receipt of the last required document for the determination of the claim if:

- you have complied with all terms and conditions, and
- no exclusion is applicable.

By way of payment, we shall be exempt from any further obligation regarding the claim or the consequences thereof.

We shall not pay your claim if you fail to report the damage or loss within 30 days or during the reasonable period, or you fail to facilitate verification of the information provided and, as a consequence, material circumstances become undetectable.

We pay indemnity for any claim, in relation with value added tax charged for services (if applicable) required for repairs or for eliminating the consequences of damages incurred (such as the costs of materials, repairs, renovations and other similar services subject to value added tax - VAT) if the claim is verified by invoice indicating the amount of value added tax charged, or sufficient information for having the amount of value added tax calculated.

We will not render the claim payment subject to the conclusion of any misdemeanour proceedings by final decision, and/or the conclusion of criminal proceedings, that may have been opened in connection with the insured event notified, by the court's final peremptory decision or definitive non-peremptory ruling, and to the resolution of the public prosecutor's office or the investigating authority adopted on conditional prosecutorial suspension or for the purpose of referring the case to mediation, and/or for the termination of the proceedings, that is not subject to further remedy that may have been opened in connection with the insured event notified

In Which Currency will Claims be Paid

Losses covered in accordance with the *Terms and Conditions* will be reimbursed into Your Revolut account in Euros. The exchange rate to Euros is determined by the date when the *eligible item* was originally purchased with Your Revolut account.

Repair cost of *eligible items* covered in accordance with the *Terms and Conditions* will be reimbursed into Your Revolut account in Euros. The exchange rate to Euros is determined by the date when the repair bill for the *eligible item* was paid.

Eligibility

The benefits described in these *policy Terms and Conditions* are dependent upon:

- ✓ an *account* being purchased;
- ✓ the *account* being valid;
- ✓ the *account* fees having been paid in accordance with the *account* agreement at the time of any incident giving rise to a claim;
- ✓ *you* holding the “Plus”, “Premium”, “Metal” or “Ultra” *account* continuously (i.e. without interruption) from the time of the good’s or *ticket*’s purchase (subject to *your* upgrade) until the claim notification.

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

All benefits are dependent on the item or *ticket* being claimed for having been purchased on the *account*.

Insurance Benefits

Insurance benefits are secondary: *we* will only pay amounts under this *policy* if they are not covered by other insurance. *You* must inform *us* of any such insurance and assist any relevant third parties in seeking reimbursement where appropriate.

1. PURCHASE PROTECTION AND REFUND PROTECTION

This Section 1 details the Purchase Protection and Refund Protection benefits provided to *you* with the *account*.

A. Purchase protection

This benefit applies to *eligible items* purchased or delivered (if the latter is after the date of purchase) in full on the *account* for personal use that are brand new, have had no previous owner and were not purchased privately. *Eligible items* purchased worldwide are covered 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.

If an item *you* buy is stolen or damaged accidentally to the point of being inoperable within 365 days of purchase (or of delivery if the latter is after the date of purchase), *you* will be paid the costs of repair or replacement of an item up to a maximum of the *purchase price* less 5% depreciation per month following 90 days of purchase or

- €1,000 if *you* hold a Plus *account*
- €2,500 if *you* hold a Premium *account*

- €10,000 if *you* hold a Metal or Ultra *account*

whichever is the lower. The *purchase price* will be the cost of a pair or set of items if they are used together and cannot be replaced individually.

The most *we* will pay for any one incident and in any 12-month period

- €1,000 if *you* are on a Plus plan
- €2,500 if *you* are on a Premium plan
- €10,000 if *you* are on a Metal or Ultra plan

The 12-month period starts on the later of when you first subscribe to a Plus, Premium, Metal or Ultra account or the insurance start date.

For any mobile phones' devices, *you* are additionally only covered for one incident per *account* during a 12-month period beginning on the date of your previous notification of your mobile phone claim. We will also pay for the shipping costs to send the item to *us* up to a maximum of €50

Exclusions

You will not be covered in respect of the following:

- Items with a purchase cost of less than €50
- Normal wear and tear.
- Damage caused intentionally by *you*.
- Damage to items caused by product defects.
- *Theft* of or damage to items where *you* have failed to take sufficient care of them or have left them unsecured or outside *your* reach.
- *Theft* not reported to the police within 48 hours of discovery or as soon as reasonably possible and without a written report obtained.
- Any fraudulent, dishonest or criminal act committed by *you* or anyone with whom *you* are in collusion.
- Confiscation or destruction of purchases by any government, customs or public authority.
- Costs which are recoverable from any other source.
- *Theft* or damage to: Precious stones, rare and precious coins or stamps; one of a kind items including antiques, art work and furs; cash or its equivalents (including travellers cheques); stocks, bonds, coupons, securities of all species and equivalent papers; *tickets*; services; books; animals and plants; consumable and perishable goods; food and beverages; healthcare items; rebuilt and refurbished items; closing down sale items; vehicles and their parts; land and buildings; items permanently affixed to home, office or vehicles; digital data to view or download online (including files, music, films, photos, software); goods purchased to be sold onwards or used for professional purposes; weapons, illegal drugs, counterfeit goods and other goods subject to customs confiscation; purchases on peer-to-peer sites unless from a commercial seller.
- Any items not paid outright and in full on the *account*, such as items purchased on payment plans, even if the payment plan is paid on the *account*.
- Refurbished items.
- Cosmetic damage or any damage that does not affect the functionality of a device.
- Shipping costs for sending the item to *us* which exceed €50.

B. Refund Protection

This benefit applies to *eligible items* purchased on the *account* for personal use that are brand new, have had no previous owner and were not purchased privately. Only items purchased from a retailer within the country where *your account* is registered or Europe.

If a retailer will not take back an unused item *you* purchased on the *account* within 90 days of purchase:

1. *You* will be paid the *purchase price* of the item or €300, whichever is lower.
2. *You* will only be paid up to a maximum of €600 under this Refund Protection Section 1.B in any 12-month period beginning on the anniversary of *your account's* effective date.
3. *You* will be paid the shipping costs to send the item to *us* up to a maximum of €50.

Exclusions

You will not be covered for:

- Any item with a *purchase price* less than €50.
- Items purchased outside of the country in which *your account* is registered or Europe.
- Items that are not in a new and saleable condition, free from all defects, and in full working order.
- Precious stones, rare and precious coins or stamps; one of a kind items including antiques, art work and furs; cash or its equivalents (including travellers cheques); stocks, bonds, coupons, securities of all species and equivalent papers; *tickets*; services; books; animals and plants; consumable and perishable goods; food and beverages; healthcare items; rebuilt and refurbished items; closing down sale items; vehicles and their parts; land and buildings; items permanently affixed to a home, office or vehicles; digital data to view or download online (including files, music, films, photos, software); goods purchased to be sold onwards or used for professional purposes; weapons, illegal drugs, counterfeit goods and other goods subject to customs confiscation; purchases on peer-to-peer sites unless from a commercial seller.
- Shipping and handling costs for the purchase or the return of the item from/to the merchants.
- Shipping costs for sending the item to *us* which exceed €50.
- There is no cover if the reason for the refund being declined is that the retailer does not accept returns via post.

2. TICKET CANCELLATION PROTECTION

This benefit applies to *tickets* purchased in full on the *account* for personal use that have had no previous owner and were not purchased privately. Only *tickets* for *events* that occur in the country where *your account* is registered or within *Europe* are covered.

If *you* are unable to attend an *event* because of a sudden and unexpected covered circumstance, which *you* were unaware of at the time of purchasing the *ticket*, *we* will pay up to the lesser of the face value of the *ticket* or maximum €1,000 for any one occurrence in any 12-month period beginning on the anniversary of *your account's* effective date.

Covered circumstances

Medical related:

Qover

Qover S.A. - Rue du Commerce 31, 1000 Brussels - Belgium - Untied insurance agent -
FSMA Registration number 0650.939.878 - RPM 0650.939.878.

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Chubb European Group SE is an undertaking governed by the provisions of the French insurance code with registration number 450 327 374 RCS Nanterre and the following registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Chubb European Group SE has fully paid share capital of €896,176,662 and is supervised by the Autorité de contrôle prudentiel et de résolution (ACPR) 4, Place de Budapest, CS 92459, 75009 PARIS CEDEX 09

- Death, serious injury, serious illness of:
 - *you*
 - *event* companion
 - *close relative*
 - a paid childcare provider, who is required to look after *your* children who are legally dependent upon *you* on the day and at the time of the *event*
- If *you* are diagnosed Covid-19 by a *medical practitioner* and ordered to quarantine by a *medical practitioner*.
- The birth of *your* child within 5 days prior to the event.

Work/studies related:

- If you are required by your employer unexpectedly to travel on a business trip.
- If you need to re-sit an exam taking place on the date and time of the event and postponement of the exam is not possible.

Transport related:

- If *your* vehicle is damaged within the 4 hours preceding the *event* and travelling to the *event* is impossible by other means,
- If *you* experience an unexpected disruption of more than 3 hours to public transport, traffic accidents, carrier delay, plane or other common carrier experiences while going to the *event*.

Legal related:

- If *you* are called for a legal duty on the day of the *event*, including jury duty, court order or subpoena after having purchased an *event ticket*.

Theft related:

- *Theft* of *your* identity papers if they are essential to get to or for admission to the *event*, provided the *Theft* occurs after the booking and less than 1 week before the *event*.
- *Theft* of *tickets*.

Disaster related:

- Serious damage to your primary residence, secondary residence, or professional premises due to fire, vandalism, burglary within 48 hours preceding the date and time of the event and which requires your presence to carry out the administrative procedures related to the damage or the restoration of the damaged property.
- Natural catastrophe or adverse weather resulting in the impossibility of transport to go to the event.

Exclusions

You will not be covered for:

- Any illness or accident, condition or set of circumstances known by *you* at the purchase of the *ticket*, where such condition or set of circumstances could reasonably have been expected to give rise to cancellation of such *ticket*. This does not exclude unforeseeable relapses of illness or accidents, which have been stable and without change in treatment for at least two months prior to purchase of the *ticket*.
- Any claims where the service provider or *event* organiser offers a voucher or a reimbursement.
- *Your* disinclination to attend the *event*.
- Any Injury or Sickness which did not require treatment by a certified *medical practitioner*.
- Psychiatric or mental disorders.
- *Your* injuries or accidents which occur while under the influence of alcohol (above the legal driving limit) or drugs unless prescribed by a registered *medical practitioner*.
- Any illegal act by *you*.
- Postponement, cancellation, relocation or abandonment of the *event* by the performer, artist, promoters or organizers of the *event*.
- Intentionally self-inflicted Injury, suicide or attempted suicide.
- Loss of the *ticket(s)*.
- Loss (as opposed to *Theft*) of identity papers.
- Intentional or fraudulent misconduct committed by the *insured*.
- Criminal proceedings against the *insured*.
- Civil or foreign war, riots, popular movements, acts of terrorism or their threat, any effect of a source of radioactivity.
- *Tickets* purchased after a government issues advice that prevents you from attending an *event*.
- *Event tickets* you have purchased for business purposes.
- Failure or delay of public transport caused by industrial action or strike, which was announced or began before *you* left home or where *you* could have reasonably made other travel arrangements.
- Liquidation or Bankruptcy of the performer, artist, company promoting or organising the *event*, their agents or any person acting for them.
- Business trips if *you* are self-employed or employed by a *Close Relative*.

Policy Conditions

Duration of cover

You are entitled to the insurance benefits under the *policy* from the moment the *account* is activated, or if earlier from the effective date of the *master policy*, and for as long as the eligibility criteria stated at the beginning of these *policy Terms and Conditions* continue to be met or until *we* withdraw or cancel the insurance benefits by notice to *you*.

Taxes and costs

Other taxes or costs may exist or apply, which are not imposed by us.

Assignment

You cannot transfer the insurance cover provided with *your account* to any other person.

Compliance with policy requirements

Where *you* or *your* personal representatives do not comply with any obligation to act in a certain way specified in this *policy*, we reserve the right not to pay a claim.

Rights of Third Parties

Only the *insurers*, the *policyholder* and *you* can enforce the terms of this *policy*. No other party may benefit from this contract as of right or enforce any term of it. The *policy* may be varied or cancelled by the *insurers* and/or the *policyholder* without the consent of any other party.

Reasonable precautions

You shall take all reasonable steps to avoid or minimise any loss or damage.

Limitation period

The claims arising out from the insurance contract shall expire in two (2) years. The limitation (lapse) period commences when the claim for damages becomes due.

Complaints

Our aim is to provide *you* with a high-quality service at all times, although *we* do appreciate that there may be instances where *you* may feel it is necessary to lodge a complaint.

Please follow the procedure below if *you* do wish to complain.

Any complaint should be addressed in the first instance to: mediation@qover.com

QOVER SA Mediation Department

Rue du Commerce, 31

1000 Brussels

Belgium

Phone: [+32 2 808 96 39](tel:+3228089639)

Your complaint must be responded within 30 days. Our complaint handling policy is available at www.qover.com.

If your complaint has not been responded within 30 days, or the matter has not been resolved to *your* satisfaction, *you* may initiate consumer protection proceedings at the National Bank of Hungary (Hungarian National Bank Financial Consumer Protection Centre) (1013 Budapest, Krisztina krt. 39.; central mailing address: H-1534 Budapest BKKP PO Box 777) in the event of the violation of the provisions concerning consumer protection set out in Act CXXXIX of 2013 on the National Bank of Hungary, or may refer a dispute related to the entry into, validity, legal effects and termination or breach of the agreement or its legal consequences to the court or may request the Financial Mediation Board (mailing address: H-1525 Budapest, BKKP, PO Box: 172) to proceed, provided that the customer is deemed to be a consumer based on the rules relating to the proceedings of the Financial Mediation Board. The insurer has not made a general statement of submission in respect of the proceedings and decisions of the Financial Mediation Board. The form for submitting a request for conducting a consumer protection supervisory procedure by the Hungarian National Bank (financial consumer protection submission) is available at https://felugyelet.mnb.hu/data/cms2411917/fogyasztoi_kerelem_az_MNBhez_1021.pdf, or at the Customer Centre of the Hungarian National Bank (1013 Budapest, Krisztina krt. 39.); the form for submitting a request for the procedure of the Financial Mediation Board is available at http://felugyelet.mnb.hu/pbt/bal_menu/letoltheto_dok or at the Financial Mediation Board (1013 Budapest, Krisztina krt. 39.). In addition, a customer qualifying as a consumer may request the insurer to send him/her these forms for free of charge (for this purpose the mailing address of Insurer: QOVER SA Mediation Department, Rue du Commerce, 31, 1000 Brussels, Belgium, tel: +3680088380, email: mediation@qover.com)

The complaints handling arrangements above are without prejudice to *Your* right to start judicial proceedings.

Economic and Trade Sanctions

We shall not be deemed to provide cover and we shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose us to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

Data Protection

The conditions applicable to the processing of *your* personal information under this *policy* are as follows:

For purchases made up to and including 31 March 2022

The *insurer* uses personal information which the *policyholder* supplies to the *insurer* or, where applicable, to the *policyholder's* insurance broker in order to write and administer this *policy*, including any claims arising from it.

This information will include basic contact details such as *insureds'* names, addresses, and *policy* number, but may also include more detailed information about *insureds* (for example, their age, health, details of assets, claims history) where this is relevant to the risk the *insurer* is insuring, services the *insurer* is providing or to a claim the *policyholder* or *insured* is reporting.

The *insurer* is part of a global group, and *insureds'* personal information may be shared with its group companies in other countries as required to provide coverage under this *policy* or to store *insureds'* information. The *insurer* also uses a number of trusted service providers, who will also have access to *insureds'* personal information subject to the *insurer's* instructions and control.

insureds have a number of rights in relation to their personal information, including rights of access and, in certain circumstances, erasure.

This section represents a condensed explanation of how we use personal information. For more information, the *insurer* strongly recommends the *policyholder* and *insureds* reads its user-friendly Master Privacy *policy*, available here: <https://www.chubb.com/uk-en/footer/privacy-policy.aspx>

The *policyholder* and *insureds* can ask us for a paper copy of the Privacy *policy* at any time, by contacting the *insurer* at dataprotectionoffice.europe@chubb.com.

For purchases made from 1 April 2022 onwards

You are informed that the personal information that you supply to the *insurers*, to the *policyholder* or to the *administrator* is processed by the *insurers* in order to write and administer this *policy*, including any claims arising from it.

Chubb and *Wakam* process your personal information as co-insurers acting as joint controllers. *Chubb* has been appointed to represent the joint controllers in their relationship with you from 1 April 2022 onwards.

Therefore, for more information regarding the conditions of processing of *your* personal information for the purpose of this *policy*, *you* or the *policyholder* can refer to *Chubb's* Master Privacy Policy, available here:

<https://www.chubb.com/uk-en/footer/privacy-policy.aspx>

Therefore, when it refers to *Chubb*, the Master Privacy Policy designates *Chubb* and *Wakam*.

The *policyholder* and *insureds* may request a paper copy of the Master Privacy Policy at any time, by contacting *Chubb* at dataprotectionoffice.europe@chubb.com.

You may also request a hard copy of the essence of the joint controllers' arrangement between *Chubb* and *Wakam* by contacting *Chubb* at dataprotectionoffice.europe@chubb.com.

Insurance secrecy

Personal data is data or conclusion that may be drawn from such data that can be connected to a certain (identified or identifiable) natural person. All data in our possession and related to the personal circumstances (including personal data), financial situation and business affairs of the Policyholder or Insured and the insurance contracts entered into with us, shall be regarded as insurance secrets.

We handle personal data in connection with the conclusion, registration and maintenance of the insurance contract and the provision of insurance benefit. In accordance with the Insurance Act, We may, in respect of these objectives, handle the data obtained without the explicit consent of the person affected. This authorization concerns only those personal data that do not qualify as special data.

The provision of data is voluntary, but the disclosure of personal data required in the course of making an offer is indispensable for the entry into of an insurance contract, while the disclosure of personal data required in the course of the reporting of the claim is indispensable for the claim assessment and handling.

Period of data handling: We may handle personal (and also special) data during the existence of the insurance contract and until any claims may still be enforced by or against us. We may handle personal data related to a not-bound insurance agreement until any claims may be enforced by or against us with regard to the failure of binding the agreement.

We may use external third party administrators (TPAs) for the purpose of providing insurance services when the special expertise of the TPA is required for the provision of such services, or when We can provide its services in the same quality but with lower costs incurred and at a better price through the use of TPAs. The (outsourced) TPA handles or process personal data and is obliged by law to keep such data in confidence. In respect of the outsourced activities, the TPA qualifies as our data processor, and being responsible for the

performance of the outsourced activity, it is entitled to handle clients' data constituting insurance secret without the express authorization of the Policyholder and/or the Insured.

Unless otherwise provided for by law, We may only transmit to third parties the personal (and special) data of the relevant person and its data classified as insurance secret with the written consent of the relevant person or its statutory representative.

If the activities are outsourced, We can transmit such data to another party that has a contractual relationship with We and complies with the laws and regulations imposing confidentiality in relation to insurance secrets. The data can be transmitted within the European Economic Area.

The requirement of confidentiality concerning insurance secrets will not apply to authorities and persons defined by the Insurance Act 138.§, 139. § and 141. § in cases defined therein, namely:

- a) the Hungarian National Bank (as a supervisory authority) when acting in an official capacity;
- b) investigating authorities and the public prosecutor's office after ordering the investigation;
- c) the court of law in connection with criminal cases, civil actions and non-contentious proceedings, and the judicial review of administrative decisions, including the experts appointed by the court, and the independent court bailiff in connection with a case of judicial enforcement, the principal creditor in debt consolidation procedures of natural persons, the Családi Csődvédelmi Szolgálat (Family Bankruptcy Protection Service), the family administrator, the court;;
- d) notaries public, including the experts they have appointed, in connection with probate cases;
- e) the tax authority in taxation matters where We is required by law to disclose specific information to the tax authority upon request and/or to disclose data concerning any payment made under an insurance contract that is subject to tax liability;
- f) the national security service acting in an official capacity;
- g) the Hungarian Competition Authority acting in an official capacity;
- h) guardian authority acting in an official capacity;
- i) the healthcare authority defined in Subsection (2) of Section 108 of Act CLIV of 1997 on Health Care;
- j) the agencies authorized to use secret service means and to conduct covert investigations if the conditions prescribed in specific other legislation are provided for;
- k) providers of reinsurance and co-insurance, where applicable;
- l) the bureau of insurance policy records maintaining the central policy records with respect to data transmitted as governed in the Insurance Act;

- m) the receiving insurance Policyholder with respect to insurance contracts conveyed under a portfolio transfer arrangement as provided for by the relevant agreement;
- n) with respect to the information required for settlement and for the enforcement of compensation claims, and also for the conveyance of these among one another, the body operating the Compensation Fund and/or the Claims Guarantee Fund, the National Bureau, the correspondent, the Information Center, the Claims Organization, claims representatives and claims adjustment representatives, or the responsible party if wishing to access – in exercising the right of self-determination – the particulars of the other vehicle that was involved in the accident from the accident report for the purpose of settlement;
- o) the outsourcing service provider with respect to data supplied under outsourcing contracts;
- p) third-country insurance companies, insurance intermediaries and consultants in respect of their branches, if they are able to satisfy the requirements prescribed by Hungarian law in connection with the management of each datum and the country in which the third-country insurance Policyholder is established has regulations on data protection that conform to the requirements prescribed by Hungarian law;
- q) the Commissioner for Fundamental Rights when acting in an official capacity;
- r) the National Authority for Data Protection and Freedom of Information acting in an official capacity;
- s) the insurance Policyholder in respect of the bonus-malus system and the bonus-malus rating, and the claims record and the bonus-malus rating in the cases specified in the decree on the detailed rules for the verification of casualties;

upon receipt of a written request from a body or person referred to in Paragraphs a)-j), n) and s) indicating the name of the client or the description of the insurance contract, the type of data requested and the purpose and grounds for requesting data, with the exception that the bodies or persons referred to in Paragraphs p)-s) are required to indicate only the type of data requested and the purpose and grounds for requesting it. An indication of the statutory provision granting authorization for requesting data shall be treated as verification of the purpose and legal grounds.

The disclosure made by us to the tax authority in compliance with the obligation prescribed in (i) Sections 43/B-43/C of Act XXXVII of 2013 on International Administrative Cooperation in Matters of Taxation and Other Compulsory Payments (hereinafter referred to as IACA) in accordance with Act XIX of 2014 on the Promulgation of the Agreement between the Government of Hungary and the Government of the United States of America to Improve International Tax Compliance and to Implement FATCA, and on the Amendment of Certain Related Acts (hereinafter referred to as FATCA Act) and (ii) Sections 43/H of IACA in accordance with CRS convention shall not be construed as violation of insurance secrets.

We shall be required to supply information forthwith where so requested in writing by the investigative authorities, the national security service or the public prosecutor if there is any suspicion that an insurance transaction is associated with:

a) misuse of narcotic drugs, illegal possession of new psychoactive substances, acts of terrorism, criminal misuse of explosives or blasting agents, criminal misuse of firearms and ammunition, money laundering, or any felony offense committed in criminal conspiracy or within the framework of a criminal organization under Act IV of 1978 on the Criminal Code in force until 30 June 2013,

b) unlawful drug trafficking, possession of narcotic drugs, inciting substance abuse, aiding in the manufacture or production of narcotic drugs, illegal possession of new psychoactive substances, acts of terrorism, failure to report a terrorist act, terrorist financing, criminal misuse of explosives or blasting agents, criminal misuse of firearms and ammunition, money laundering, or any felony offense committed in criminal conspiracy or within the framework of a criminal organization under Act C of 2013 on the Criminal Code following 30 June 2013.

The obligation to keep insurance secrets shall not apply where We complies with the obligation of notification prescribed in the Act on the Implementation of Restrictive Measures Imposed by the European Union Relating to Liquid Assets and Other Financial Interests.

The disclosure of the group examination report to the dominating member of the financial group during the supervisory oversight proceedings in the case of supervision on a consolidated basis shall not constitute a breach of confidentiality concerning insurance secrets and business secrets.

The obligation to keep insurance secrets shall not apply when:

a) a Hungarian law enforcement agency makes a written request for information – that is considered insurance secret – from an insurance Policyholder, in order to fulfill the written requests made by a foreign law enforcement agency pursuant to an international agreement;

b) when the national financial intelligence unit makes a written request for information – that is considered fund secret or trade secret – from an insurance Policyholder acting within its powers conferred under the Act on the Prevention and Combating of Money Laundering and Terrorist Financing or in order to fulfill the written requests made by a foreign financial intelligence unit.

The following shall not be deemed a violation of insurance secrets:

a) disclosure of summarized information from which the clients and/or the specifics of their business cannot be identified;

b) in respect of branch offices, transfer of data to the supervisory authority of the country where the registered address (main office) of the foreign-registered enterprise is located, if such transfer is in compliance with the agreement between the Hungarian and the foreign supervisory authorities;

c) disclosure of information, other than personal data, to the minister for legislative purposes and in connection with the completion of feasibility studies.

d) the disclosure of data in order to comply with the provisions in Act LXXXIII of 2013 on the Supplementary Supervision of Financial Conglomerates.

In discharging the obligations delegated by law, or fulfilling their contractual commitments, in order to provide services in compliance with the relevant legislation or as contracted, and to prevent insurance fraud, insurance companies (the “requesting company”) shall – in order to protect the interest of risk groups – have the right to make a request to another insurance company (the “requested company”) with respect to data processed by this requested company, taking into account the unique characteristics of insurance products affected. The requesting company shall inform the customer affected by the request concerning the request made and also if the request is satisfied, on the data to which it pertains, at least once during the period of insurance cover.

Information may be requested from us about the management of personal data and any correction of his personal data or the deletion or closure of the personal data may be requested. Protest may be lodged against the handling of personal data in the cases provided for in law. In the case of any violation of laws pertaining to personal data, remedy may be sought at the relevant National Data Protection and Freedom of Information Authority (1125 Budapest, Szilágyi Erzsébet fasor 22/C.; telephone: +36-1-391-1400; fax: +36-1-391-1410; e-mail: ugyfelszolgalat@naih.hu), the Hungarian National Bank (as supervisory authority) (1013 Budapest, Krisztina krt. 39.; postal address: H-1534 Budapest BKKP Postafiók: 777.; telephone: +36-1-489-9100), and the competent courts. The right concerning such data are regulated in detail by Articles 13-17 and 30 of Act CXII of 2011 on Personal Information Disclosure Rights and Freedom of Information („Data Protection Act”). Pursuant to Article (5) of Section 6 of the Data Protection Act, We may manage the recorded data, unless otherwise provided by law, in order to meet a legal obligation connected to us or enforce our lawful interest or a third party (if the enforcement of such interest is proportionate to the restriction of rights vested in the protection of personal data) without any further consent or after any withdrawal of such consent. Based on the affected person’s request, We shall provide information on:

- the data it handles
- the data processed by the appointed data processor
- the source of the data
- the aim of data handling
- the legal grounds of data handling
- the period of data handling
- the name, address (registered office), data handling-related activity of the data processor
- in case of data transmission – who and on what grounds can receive such data.

Any information requests regarding data protection issues shall be sent to the registered office of Chubb.

Changes by Us

This is a contract between *us* and the *policyholder*. As such, *we* may change anything in these Terms and Conditions and/or the master policy schedule with the agreement of the *master policyholder* at any time. The *master policyholder*/the *administrator* will give *you* at least 30 days’ advance notice of any such changes.

If changes to these Terms and Conditions are necessary for legislative or regulatory reasons which are outside *our* control, then the *master policyholder/the administrator* may not be able to give *you* 30 days' notice.

If *you* object to any changes made or proposed, *you* may cancel this insurance by cancelling *your account*.

Cancellation of your cover

Your coverages will cancel when:

- the Master Policy terminates, or
- you cancel your account.

The termination shall not affect your pending claims relating to damages or losses that occurred prior to termination.

Law and Jurisdiction

It is agreed that this insurance shall be governed exclusively by the law and practice of Hungary, and any disputes arising under, out of or in connection with this Insurance shall be exclusively subject to the jurisdiction of any competent court in Hungary.

In matters not regulated by the policy Terms and Conditions, the provisions of the Act V of 2013 on the Civil Code, the Act LXXXVIII of 2014 on the Insurance Business, other binding legal provisions applicable to this insurance policy and our activity, and (if applicable) the non-life directives of the European Union shall apply.

Material Disclosure

It is *your* responsibility to provide full and accurate information to *us* throughout the life of the *policy*. It is important that you ensure all statements you make over the telephone, on claim forms and other documents are full and accurate. Failing to provide information when requested could affect your rights under this *policy* and may mean that all or part of a claim may not be paid.

Non-advising and Qover's position

We do not provide advice to this insurance product. Qover is an untied intermediary, acting on behalf of us. Qover is not entitled to convey claim payments to you. Qover's intermediary remuneration is calculated as a percentage of the premium paid by the Policyholder.

Insurer's corporate information

Chubb acts as sole insurer for purchases made up to and including 31 March 2022. Then, for purchases made from 1 April 2022 onwards, Chubb and Wakam will act as co-insurers.

Corporate information of Insurer:

Name: Chubb European Group SE

Legal form: Societas Europaea

Seat: Tour Carpe Diem, 31, Place des Corolles - Esplanade Nord - 92400 Courbevoie, France

Country of domicile: France

Trade registry number: 450 327 374 RCS Nanterre

Registering authority: Autorité de contrôle prudentiel et de résolution (ACPR)

Supervising authority: ACPR

Seat of supervising authority: 4 Place de Budapest CS 92459, 75009 Paris, France

Local consumer protection authority: Hungarian National Bank

Seat of consumer protection authority: 1013 Budapest, Krisztina krt. 39., Hungary

Disclosure of Annual Report: Chubb European Group SE will release and publish its Annual Report on Solvency and Financial Status by 31/12 each year on its website.

Corporate information of Insurer:

Name: Wakam

Legal form: Société anonyme

Seat: 120-122, rue Réaumur, 75002 Paris

Country of domicile: France

Trade registry number: 4020259

Registering authority: Autorité de contrôle prudentiel et de résolution (ACPR)

Supervising authority: ACPR

Seat of supervising authority: 4 Place de Budapest CS 92459, 75009 Paris, France

Local consumer protection authority: Hungarian National Bank

Seat of consumer protection authority: 1013 Budapest, Krisztina krt. 39., Hungary

Disclosure of Annual Report: Wakam will release and publish its Annual Report on Solvency and Financial Status by 31/12 each year on its website.

Definitions

Whenever the following words or phrases appear in *italic*, they will have the meaning as described below:

€

means the Euro.

ACCIDENTAL DAMAGE

any sudden, unexpected and non-deliberate damage to the *insured* item by an external cause.

ACCOUNT

means the Ultra, Metal, Premium or Plus Plan *account* with Revolut.

ACCOUNT HOLDERS

means any individual who holds a valid *account*.

ADMINISTRATOR

means QOVER SA/NV – RPM 0650.939.878 – FSMA 0650.939.878. QOVER SA/NV legal and operating offices are located at “Rue du Commerce 31 – 1000 Brussels”.

CHUBB

Chubb European Group SE is an undertaking governed by the provisions of the French insurance code with registration number 450 327 374 RCS Nanterre and the following registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Chubb European Group

SE has fully paid share capital of €896,176,662 and is supervised by the Autorité de contrôle prudentiel et de résolution (ACPR) 4, Place de Budapest, CS 92459, 75009 PARIS CEDEX 09.

CLOSE RELATIVE

means any of the following persons: *your* husband or wife (or de facto partner with whom *you* are living permanently at the same address), (step-)children, (step-)parent, (step-)grandparent, (step-)brother, (step-) sister, parent-in-law, son/daughter-in-law, grandchild or fiancé(e).

ELIGIBLE ITEM

means an item purchased by the *account* Holder during the Period of Insurance that meets all of the following criteria:

- Paid in full on the covered account; and
- Solely for personal use, not used for business purpose; and
- Brand new, has had no previous owner and was not purchased privately; and
- Has any required CE safety and environmental certification; and
- Is not specified in the exclusions

EUROPE

Andorra, Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark

(+Faeroe islands), Estonia, Finland, France, Germany, Greece, Gibraltar, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and Switzerland, UK (including Isle of Man, Jersey, Guernsey), Vatican City.

EVENT

means all planned occasions which occur at a venue in *Europe* where *tickets* are sold in advance. *Events* include but are not limited to cultural, sports or leisure *events*, a show or an amusement park.

TICKET

means a pre-purchased ticket or equivalent pass (including an e-ticket) guaranteeing entry to an Event with a fixed performance or utilization date. Tickets for modes of transportation are not covered.

MASTER POLICY/POLICY

means combination of this Terms & Conditions, the master policy schedule, any endorsement(s), and the IPID attaching hereto.

MEDICAL PRACTITIONER

means a doctor or specialist who is registered or licensed to practice medicine under the laws of the country in which they practice other than:

- *you*; or
- *your Close Relative*.

OUR/US/WE/INSURERS

Means: For purchases made up to and including 31 March 2022 – Chubb, acting as sole insurer; and

For purchases made from 1 April 2022 onwards – Chubb and Wakam, acting as co-insurers.

PERIOD OF INSURANCE

means the dates stated on the master policy schedule in which insurance benefits agreed under the *master policy* between the *master policyholder* and *us* are in force and as long as *you* are a “Plus”, “Premium”, “Metal” or “Ultra” customer. The dates also stated under '*Duration of Cover*' section.

POLICY

means the insurance cover provided under the *policy Terms and Conditions*.

(MASTER) POLICYHOLDER

means Revolut Bank UAB, an authorised bank licensed by the Bank of Lithuania and European Central Bank under Licence No. 22, and registered in Lithuania with company code 304940980 and registered office at Konstitucijos pr. 21B, LT-08130, Vilnius, Lithuania.

POLICY TERMS AND CONDITIONS

means these terms and conditions.

PURCHASE PRICE

means the price originally paid which can be found in the invoice and which takes into

account all applicable taxes and any discount, voucher, balances, etc.

REVOLUT INSURANCE EUROPE

means Revolut Insurance Europe UAB, a licensed insurance brokerage entity by the Bank of Lithuania and registered in Lithuania

with company code 305910164, and whose registered office is at Konstitucijos pr. 21B, LT-08130, Vilnius, Lithuania.

THEFT

means the permanent loss of the item after having been stolen by a third party.

Definitions

Whenever the following words or phrases appear in *italics*, they will have the meaning as described below:

€

means the Euro.

ACCIDENTAL DAMAGE

any sudden, unexpected and non-deliberate damage to the insured item by an external cause.

ACCOUNT

means the Ultra, Metal, Premium or Plus Plan account with Revolut.

ACCOUNT HOLDERS

means any individual who holds a valid account.

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means an item purchased by the account Holder during the Period of Insurance that meets all of the following criteria:

Paid in full on the covered account; and

Solely for personal use, not used for business purpose; and

Brand new, has had no previous owner and was not purchased privately; and

Has any required CE safety and environmental certification; and

Is not specified in the exclusions

EUROPE

Andorra, Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark

(+Faeroe islands), Estonia, Finland, France, Germany, Greece, Gibraltar, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and Switzerland, UK (including Isle of Man, Jersey, Guernsey), Vatican City.

EVENT

means all planned occasions which occur at a venue in Europe where tickets are sold in advance. Events include but are not limited to cultural, sports or leisure events, a show or an amusement park.

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THEFT

means the permanent loss of the item after having been stolen by a third party.

WAKAM

means Wakam, A French société anonyme (public limited company) with share capital of €4, 514 512, 120-122, rue Réaumur, 75002 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