

Keytrade Bank VISA Platinum 'Ticket Cancellation' insurance

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 undertakes to reimburse the non-refundable amount of the event Ticket when the insured cancels the ticket before the actual start of the covered event.



What is 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.

✓ 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).



What is not 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.



Are there any limitations in coverage?



Where am I covered?

✓ Globally



What are my obligations?

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



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.