

## MyMemo IPV

**Identification Code: IDPVG + BOOKING Nr**

### How to request MEDICAL ASSISTANCE

If you need to use the covers provided in the policy, do not go it alone, but contact our Operations Centre in Italy immediately, operating 24 hours a day, 365 days a year

Call **+39. 02.58.24.06.28**, from Italy and abroad or go to <https://ipv.quickassistance.it> and request assistance digitally

### How to request a REFUND

If you need to request a refund go to <https://ideeperviaggiare.sinistrionline.europassistance.it>

If you need support call us at **+39. 02.58.24.52.70**

### To open a claim you need:

- name, surname and address
- telephone number
- identification code: IDPVG + booking number
- the circumstances of the incident
- the date on which the accident occurred

In case of assistance also:

- reservation number for digital assistance
- type of intervention required
- address of your location

Europ Assistance Italia S.P.A.



between  
Europ Assistance Italia S.p.A. with registered office in Via del Mulino, no. 4 - 20057 Assago (MI) – Company authorised to carry out insurance, by decree of the Ministry of Industry, Commerce and Handicrafts no. 19569 of 2 June 1993 (Official Gazette no. 152 of 1 July 1993) – Registered in section I of the Register of Insurance and Reinsurance Companies under no. 100.108 – Company belonging to the Generali Group, registered in the Register of Insurance Groups – Single-member company subject to the management and coordination of Assicurazioni Generali S.p.A.

-hereinafter referred to as "Europ Assistance" –

IDEA PER VIAGGIARE S.r.l. Via dei Magazzini Generali, n. 18/20 – 00154 Roma – Vat number 04761781006

- hereinafter referred to as "the Policyholder" –

in favour of the Policyholder's customers, to be understood as Insured Persons pursuant to art. 1891 of the Civil Code

Edition 01.05.2026

Identification Code: IDPVG + Booking No.

## Insurance Terms and Conditions Mod. TAD477/2

COMPLIMENTARY TRANSLATION. THE OFFICIAL VERSION OF THIS POLICY IS THE ITALIAN ONE. ALL DISPUTES ARISING THEREFROM WILL BE CONDUCTED EXCLUSIVELY ON THE BASES OF THE ITALIAN VERSION

### GENERAL INSURANCE CONDITIONS FOR THE INSURED

#### Art. 1. - OTHER INSURANCE

For the same risk you can be insured with different insurance companies.

**If a Claim occurs, you must inform all the insurance companies with which you are insured on the same Risk and, among them, Europ Assistance, of the existence of other insurance companies that cover the same Risk. In this case, art. 1910 of the Civil Code.**

*Art. 1910 of the Civil Code wants to avoid the case in which the Insured, who has several insurances for the same Risk with different insurance companies, receives a total sum greater than the damage they have suffered. For this reason, the Insured, in the event of a claim, must inform each insurance company of all the insurances taken out with the others, for the same Risk.*

#### Art. 2. - GOVERNING LAW AND JURISDICTION

The Policy is governed by Italian law.

For everything that is not provided for by the Policy and for all the rules of jurisdiction and/or competence of the judge, Italian law applies.

#### Art. 3. - TERMS OF PRESCRIPTION

**Any of your rights against Europ Assistance are time-barred within two years from the day of the Claim. In civil liability insurance, the two years run from the day on which the injured person asked you for compensation or sued you to obtain it. In this case, art. 2952 of the Civil Code.**

**For covers other than Assistance in the event of the opening of the claim and pending legal proceedings, you are obliged to interrupt the statute of limitations in writing.**

**It should be noted that the pendency of judicial proceedings is not considered a cause for suspension of the statute of limitations.**

*E.g.: if the Insured reports a claim after the maximum term of two years established by the Civil Code, they will not be entitled to compensation.*

#### Art. 4. - PAYMENT CURRENCY

In Italy you receive the Compensation in Euros. If you claim Compensation for expenses incurred in countries that are not part of the European Union or belonging to the European Union, but which do not have the Euro as their currency, Europ Assistance calculates the Compensation by converting the amount of the expenses you have incurred into Euros. Europ Assistance calculates the Compensation based on the value of the Euro in relation to the currency of the country in which you incurred the expenses on the day the invoice was issued

#### Art. 5. - PROFESSIONAL SECRECY

You must release the doctors who have to examine your claim from professional secrecy towards Europ Assistance, for which they have to assess your state of health.

#### Art. 6. - PROCESSING OF PERSONAL DATA

**When Europ Assistance provides you with the Covers, it may become aware of and use the personal data of other people. By joining the Policy, you undertake to make these people aware of the Information on the processing of data and to give you their written consent to the processing of their data relating to health for insurance purposes. You can use the following consent form: "I have read the Data Processing Policy and I consent to the processing of my personal data relating to health necessary for the management of the policy by Europ Assistance Italia and the subjects indicated in the policy."**

### SECTION I – DESCRIPTION OF WARRANTIES

#### What is insured?



#### Art. 7. - OBJECT OF THE INSURANCE

##### A) SERVICE COVER

##### TRAVEL ASSISTANCE

You can request the following benefits from Europ Assistance in the event of an accident, illness or in the event of Covid-19 that must directly affect you, a family member or a travel companion, as long as they are insured and traveling with you. The causes indicated must occur in Travel.

##### INTERVENTION IN THE EVENT OF TERRORISM

Europ Assistance also assists you when acts of terrorism strike you directly at the place where you are travelling.

Europ Assistance provides all benefits when:

- political, military or local authorities allow it
- The activated operators can work without risk to their person
- The intervention complies with international and/or local laws and/or regulations

##### • MEDICAL ADVICE

If you have an illness and/or accident while traveling, you can seek medical advice by phone.

Doctors use the information you give them to assess your health.

**This opinion is not a diagnosis.**

You can request this service 24/7.

##### • SENDING A DOCTOR OR AN AMBULANCE TO ITALY

You can only apply for this benefit if you are traveling and after having had a MEDICAL CONSULTATION.

If you are in Italy and need a medical examination or an ambulance, the Operations Centre sends a chosen and affiliated doctor to the place where you are during the trip.

When no doctor can intervene personally, the Operations Centre transports you by ambulance to the nearest and most specialized medical center.

**This is not an emergency service, in this case call 118.**

*The time for the provision of the service is as follows:*

- Monday to Friday, from 8 p.m. to 8 a.m.,
- on Saturdays, Sundays and public holidays, 24 hours a day.

##### • REFERRAL OF A PEDIATRICIAN IN URGENT CASES IN ITALY

You can only request this benefit after having had a MEDICAL CONSULTATION.

If you are in Italy and you need a pediatrician and you cannot find one, the Operations Centre sends a pediatrician to the home of the place where you are traveling to Italy.

When no doctor can intervene personally, the Operations Centre transports you by ambulance to the nearest and most specialized medical center.

**This is not an emergency service, in this case call 118.**

##### • REFERRAL OF A SPECIALIST DOCTOR ABROAD

You can only apply for this benefit if you are traveling and after having had a MEDICAL CONSULTATION.

If you are abroad and want to know which doctor is closest for a specialist visit, the Operations Centre will indicate the name of the doctor, compatibly with local availability.

##### • MEDICAL RETURN

You can request the Medical Return, when after an injury and/or a sudden illness, the doctors of the Operations Centre together with the doctors on site, decide that you can be transferred

- in a well-equipped health care institution in the place where you are,

or

- in a well-equipped care institution in the place where you have your residence

or

- to your residence.

**The final decision is however the one taken by the doctors of the Operations Centre.**

Europ Assistance organizes and pays for your medical return in the time and with the most suitable means for the situation.

The means of transport are:

- medical aircraft; which is used, when available, only and exclusively if you reside in Italy and when the claim occurs in one of the European countries or in the countries of the Mediterranean Basin.
- airliner in economy class, also with room for a stretcher if you have to lie down;
- train in first class and, if necessary, with sleeping car;

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- ambulance.

The Operations Centre also provides medical or nursing assistance during the return trip if its doctors deem it necessary.

You can request a transfer to the nearest health care institution, or transfer to a health care institution suitable for the treatment of your disease, when you are hospitalized in a local facility that is not suitable for the treatment of your disease; the Operations Centre will organize the transfer, by the means and at the time deemed most suitable by the doctors of the Operations Centre after the consultation of the latter with the attending physician on site.

Europ Assistance can ask you for the return ticket that you do not use.

In the event of death, the Operations Centre will organize the transport of the body to the place of burial in the country of residence or to the nearest international airport

**The final decision is however the one taken by the Operations Centre**

**Europ Assistance only pays the costs for the transport of the body.**

- **RETURN WITH AN INSURED FAMILY MEMBER**

When, during the organization of the "Medical Return" service, the doctors of the Operations Centre do not consider it necessary to provide health care to the Insured during the trip, and one of your insured family members wishes to accompany you to the place of hospitalization or to your residence, the Operations Centre will also arrange for the return of the family member by the same means used for you. Europ Assistance may request any unused travel ticket for the return to the family member.

- **RETURN OF OTHER INSURED PERSONS**

You can request the return of other insured persons only after the "MEDICAL RETURN"

If one of your travel companions or a family member, insured and traveling with you, are objectively unable to return home with the means of transport provided and/or used at the beginning of the trip, the Operations Centre books a ticket for them to return to their residence.

**Attention! By family member we mean: spouse more uxorio/cohabitant and children living with you).**

**Europ Assistance pays the costs for a first class train ticket or an economy class flight ticket on your behalf, up to a maximum amount of Euro 500.00 per insured person.**

Europ Assistance may ask you for the return ticket that the other insured persons do not use.

- **A FAMILY MEMBER'S TRIP**

You can request that a family member or a person you choose join you if you are hospitalized in a nursing home for more than 5 days during the trip and need their help.

The Operations Centre books a ticket to reach you and a place to stay overnight, for your family member residing in Italy so that they can stay with you.

**Europ Assistance pays for you the costs for a first class train ticket or an economy class flight ticket and accommodation costs up to a maximum of € 100.00 per day and for a maximum of 10 days.**

- **ACCOMPANIMENT OF MINORS**

You can request the accompaniment of minors travelling with you if you have an accident or illness or if you are unable to take care of them for reasons beyond your control.

The Operations Centre books a return ticket for a family member. This return ticket is used to reach minors and bring them back to their residence.

**Europ Assistance pays for you for a first-class train ticket or an economy class flight ticket.**

- **COSTS FOR RELOCATION IN THE EVENT OF HOSPITALIZATION OF THE INSURED PERSON**

If your family member or travel companion, who is also insured, has to come to you while you are hospitalized in a health care institution, the Operations Centre will arrange for their transfer from the hotel to the health care institution where you are hospitalized and vice versa.

Europ Assistance pays the transfer costs on your behalf up to a **maximum of Euro 300.00.**

- **RETURN OF THE CONVALESCENT INSURED**

You can request to return to your residence if you are convalescing after an illness or accident and cannot use the means initially planned for your return from travel.

The Operations Centre books a ticket for you, for one of your Family Members or Travel Companions, as long as they are insured.

**Europ Assistance pays the costs for the first class train ticket or an economy class flight ticket for you.**

Europ Assistance can ask you for the return ticket that you have not used.

- **EXTENSION OF STAY**

You can request to extend your stay, if a doctor's note confirms that the illness or injury prevents you from returning home on the date you had planned. In this case, the Operations Centre books a hotel for you, for your Family Member, for underage insured persons or a Travel Companion, as long as they are insured.

**Europ Assistance pays only the costs for the room and breakfast for a maximum of 10 days and up to a maximum of Euro 100.00 per day.**

- **INFORMATION AND REPORTING OF CORRESPONDING MEDICINAL PRODUCTS ABROAD**

**(the service is valid only for residents in Italy)**

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You can request information on medicines when you are abroad, have an illness and/or have been injured, and need to receive information on medicinal products regularly registered in Italy; in this case, the Operations Centre will notify you of the corresponding medicines, if any, available on site.

- **INTERPRETER AVAILABLE ABROAD**

You can request an Interpreter if you are hospitalized in a healthcare institution abroad or in case of court proceedings and have difficulty communicating because you do not know the local language.

The Operations Centre provides you with an interpreter.

**Europ Assistance pays the cost of the Interpreter for a maximum of Euro 1,000.00.**

- **ADVANCE ON BASIC NECESSITIES**

You can have an advance on your essentials if you had:

- an injury
- a disease,
- theft, robbery, mugging or non-delivery of luggage

And you have unexpected expenses that you can't pay.

The Operations Centre advances invoices for you, on site, **up to a maximum amount of Euro 8,000.00.**

**The benefit will be operational when you can provide an economic cover.**

The Operations Centre covers you the Advance Expenses of Basic Necessity if:

- the money transfer complies with the rules or regulations in the United Kingdom or the country you are in
- proves that you are able to return the amount of money
- in the countries where you are located, there are Europ Assistance Branches or Correspondents to be able to make the Advance.

**Caution:**

*Within one month of the date of the advance, you will have to repay the advance amount.*

*If you don't, you'll pay extra interest at the current legal rate.*

- **EARLY RETURN**

You, your family members and a Travel Companion who are also insured and who are traveling with you, may be forced to return home earlier than planned:

- due to the death or hospitalization with imminent danger to the life of one of your Family Members. The date of death must appear on the death certificate issued by the registry office;
- due to material damage to your main or secondary home, your professional studio or your company that makes your presence indispensable and undeferrable.

**Europ Assistance pays for you a first-class train ticket or an economy class flight ticket to allow you to reach the burial place or where your family member is hospitalized.**

**If you are traveling with a minor**, the Operations Centre will allow you both to be included as long as the minor is also insured.

**If you are travelling with a vehicle** and cannot use it to return earlier, the Operations Centre also provides you with a ticket so that you can later go and retrieve it.

*Within 15 days of the event that forced you to return early, you must send Europ Assistance the death certificate or documents proving the hospitalization of the family member and his or her life-threatening situation.*

- **ADVANCE PAYMENT OF CRIMINAL BAIL ABROAD**

**You can apply for advance criminal bail if you have been arrested abroad or are threatened with arrest and need to pay criminal bail to be released.**

The Operations Centre advances on your behalf, directly on the spot, the criminal deposit **up to a maximum total amount of Euro 25,000.00.**

**The benefit will be operational when you can provide an economic cover.**

The Operations Centre covers you the Advance Criminal Bail if:

- the money transfer complies with the rules or regulations in the United Kingdom or the country you are in
- proves that you are able to return the amount of money
- in the countries where you are located, there are Europ Assistance Branches or Correspondents to be able to make the Advance.

**Caution:**

*Within one month of the date of the advance, you will have to repay the advance amount.*

*If you don't, you'll pay extra interest at the current legal rate.*

- **LEGAL REPORTING ABROAD**

You can ask for a referral from a lawyer if you are abroad and are arrested or risk being arrested.

The Operations Centre indicates the legal advisor based on local rules and availability. This happens in countries where there are branches or correspondents of Europ Assistance.

**This is only a report and the costs of the lawyer remain at your expense.**

- **SENDING URGENT MESSAGES**

You can request messages to be sent when, due to illness and/or injury, you are unable to send urgent messages to people residing in Italy, the Operations Centre will communicate the message to the recipient.

The Operations Centre is not responsible for the messages transmitted.

- **TELEPHONE EXPENSES**

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If you have contacted the Operations Centre for assistance and have had telephone costs, Europ Assistance will bear these costs **up to a maximum of Euro 100.00**. If you have already incurred them, you can also request a refund within the limit. To get the refund you must prove the expenses through the bills or other documentation that Europ Assistance may ask you for.

- **MONITORING OF HOSPITAL ADMISSION**

If you are hospitalized, the Medical Service of the Operations Centre is available, as a point of reference, for any communications and updates on the clinical course to be given to your family members.

### VEHICLE ASSISTANCE

- **ROADSIDE ASSISTANCE**

If during the journey, the vehicle you are travelling with stops due to a breakdown and/or accident, and is no longer in a condition to move, please call the Operations Centre.

The Operations Centre will send you to where you have stopped, a roadside assistance vehicle.

The tow truck transports the vehicle from the place of immobilization:

- to the nearest authorized Europ Assistance service center,
- to the nearest manufacturer's service point or to the nearest mechanical workshop,
- to the point indicated by you as long as it is within 50 kilometers (round trip) from the stopping point.

Europ Assistance **pays the costs of roadside assistance on your behalf to the destinations listed above and within the expected mileage, per claim.**

**Attention! Punctures of the tyre and incorrect refuelling are not considered to be a fault and/or accident.**

- **DEPANNAGE**

If during your journey, the vehicle you are travelling with cannot leave:

- due to battery depletion or failure to start typically
- if you have lost your keys or they are broken
- for a puncture of the tires,

you must call the Operations Centre.

The Operations Centre sends you a roadside assistance vehicle. The rescue vehicle repairs the vehicle on the spot, if possible.

Europ Assistance **pays the costs** related to the rescue on your behalf as long as the supplier is within **20 km of the place where the vehicle is stationary. Otherwise, the "Roadside Assistance" service intervenes.**

- **REPLACEMENT CAR**

If, after the "Roadside Assistance", the vehicle has to remain stationary in the workshop for more than 3 working days of labour certified by the workshop according to the manufacturer's schedules and in accordance with the schedules of the National Association of Insurance Companies (ANIA), you must call the Operations Centre which will provide you with a replacement car, for private use, without driver, of 1,200 cc of displacement to reach the place of destination of the Journey.

This car will be available at an affiliated rental station, subject to availability and in the manner applied by the same and during normal opening hours.

Europ Assistance **will cover the costs of renting the car, with unlimited mileage, until the end of the repair and in any case for a maximum of 2 days.**

**Attention! The following are not considered claims:**

- cases of immobilization of the trailer;
- cases of immobilization of the insured vehicle due to the execution of the periodic coupons provided for by the manufacturer;
- ordinary maintenance operations, the repair times of which cannot be combined with those relating to the damage to be repaired.

- **HOTEL EXPENSES**

If during the journey the vehicle stops due to a breakdown and/or accident and for repair it must remain stationary in the workshop for one or more nights, call the Operations Centre.

The Operations Centre provides for the booking and accommodation of you and the passengers travelling with you at the hotel.

Europ Assistance pays only the costs of bed and breakfast on your behalf **up to Euro 100.00 per person.**

- **RETURN OR CONTINUATION OF THE JOURNEY**

If during the journey the vehicle suffers a:

- breakdown, accident, fire or partial theft for which it must **remain stationary in the workshop for more than 72 hours.**
- theft or robbery

calls the Operations Centre.

The Operations Centre provides you and passengers travelling with you, to return you to your residence or to onward your journey:

- a first-class train ticket or an economy class flight ticket

or

- a replacement car and/or a taxi. The replacement car is for private use, without a driver, with a displacement of 1,200 cc. This car will be available at an affiliated rental station, subject to availability and in the manner applied by the same and during normal opening hours.

Europ Assistance **pays for you:**

- the cost of tickets **up to a maximum amount of Euro 400.00;**
- the cost of renting the car, with unlimited mileage, **for a maximum of two days;**

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- the return of any baggage exceeding the limits allowed by public transport or not transportable on the rental car, **up to a maximum of Euro 150.00 in total per claim.**

- **RECOVERY OF THE REPAIRED VEHICLE**

If, following Roadside Assistance, the vehicle has to be stationary in the workshop for one or more days for repair, the Operations Centre provides you with a first-class train ticket or an economy class flight ticket to allow you to recover the Vehicle.

**Europ Assistance pays the ticket costs for you.**

- **DRIVER AVAILABLE**

If you cannot drive your vehicle back to the residence and none of the other passengers can do so for you, the Operations Centre provides you with a driver.

The **driver** is available **for a maximum of three days** to take your Vehicle to the first original destination of the Trip or to your residence as soon as possible.

- **SENDING SPARE PARTS ABROAD**

If you are abroad and need spare parts essential for the repair and operation of the Vehicle immobilized due to Breakdown, but these are not available on site, the Operations Centre will search for them and send them.

The shipment will be made to the customs clearance location closest to the location where the Vehicle is immobilized. You are always responsible for the costs of spare parts and shipping.

Europ Assistance does not assume responsibility for any delays due to the unavailability of the requested parts.

*Obligations of the Insured*

*The Insured Party must communicate the make, type, model, displacement, chassis and/or engine number and year of construction of the Vehicle and specify the exact name of the parts required and the manufacturer's reference number shown on each spare part.*

*The Operations Centre will promptly communicate the information relating to the forwarding of the pieces to their destination and give the appropriate instructions if necessary.*

*The Insured must bring with him the vehicle registration document, passport and damaged parts; this precaution can in many cases avoid the payment of customs fees.*

### ASSISTANCE TO FAMILY MEMBERS WHO HAVE REMAINED AT HOME IN ITALY

- **MEDICAL ADVICE**

When a family member who has stayed at home has fallen ill or injured, and needs to assess his or her state of health, he or she can call the doctors of the Operations Centre and ask for a telephone consultation.

The Family Member must communicate to the Operations Centre the reason for their request and their telephone number.

**This opinion is not a diagnosis.**

- **DISPATCH OF A DOCTOR OR AN AMBULANCE TO ITALY**

You can request this benefit only after a MEDICAL CONSULTATION has been requested for your family member.

If you are in Italy and a family member needs a medical examination or an ambulance, the Operations Centre sends a chosen and affiliated doctor to his or her home.

When no doctor can intervene personally, the Operations Centre transports you by ambulance to the nearest and most specialized medical center.

**This is not an emergency service, in this case call 118.**

*The time for the provision of the service is as follows:*

- Monday to Friday, from 8 p.m. to 8 a.m.,
- on Saturdays, Sundays and public holidays, 24 hours a day.

- **SENDING A NURSE TO YOUR HOME**

If a family member needs a nurse, the Operations Centre will send them one at a controlled rate.

After calling the Operations Centre, your family member must send her the medical certificate stating the pathology they suffer from and the treatment they must do.

**Europ Assistance pays the costs for the nurse on your behalf up to a maximum of Euro 1,000.00.**

- **HOME DELIVERY OF MEDICINES**

If a family member needs medicine, but cannot leave the home on certification from their doctor, you can contact the Operations Centre. The Operations Centre, after collecting the relevant prescription, organises the delivery of what is prescribed by the attending physician.

**The costs of the medication delivered remain the responsibility of your family member.**

- **SEARCH AND BOOKING MEDICAL CENTERS**

If a family member needs to undergo a medical examination or an examination, he or she can call the Operations Centre. The Operations Centre, after analyzing your case and possibly consulting your doctor, finds the Medical Center in Italy that best suits your needs and books appointments according to your availability and that of the Center itself.

### ASSISTANCE TO THE HOME IN ITALY

**You can request the following services while you are traveling and only 1 time per type.**

- **DISPATCH AN ELECTRICIAN FOR EMERGENCY WORK**

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In the event that you need an electrician due to a lack of electricity in all the rooms of your home due to failures in the ignition switches, power sockets or internal distribution systems, the Operations Centre will send you an electrician, 24 hours a day, including holidays.

Europ Assistance pays for you only the costs for the exit, the labor and the material necessary to repair the damage.

- **DISPATCH OF A PLUMBER FOR EMERGENCY INTERVENTIONS**

In the event that you need a plumber as a result of flooding, infiltration, lack of water or failure to drain black water due to breakage, clogging, failure of fixed plumbing pipes, the Operations Centre will send you an electrician, 24 hours a day, including holidays.

Europ Assistance pays for you only the costs for the exit, the labor and the material necessary to repair the damage.

- **DISPATCH OF A LOCKSMITH FOR EMERGENCY INTERVENTIONS**

In the event that you need a locksmith for theft or attempted theft, loss or breakage of keys, failure of the entrance lock, which make it impossible to access the home or which have compromised the functionality of the door in such a way as not to cover the security of the premises, the Operations Centre will send a locksmith, 24 hours a day, including public holidays.

Europ Assistance pays for you only the costs for the exit, the labor and the material necessary to repair the damage.

- **SENDING AN OVERSEER**

If, following one of the events for which you have requested one of the services "DISPATCH OF AN ELECTRICIAN FOR EMERGENCY INTERVENTIONS", "DISPATCH OF A PLUMBER FOR EMERGENCY INTERVENTIONS", "DISPATCH OF A LOCKSMITH FOR EMERGENCY INTERVENTIONS", your Home is no longer safe, the Operations Centre at your request will contact a security company which will send a person in order to cover the safety of the home.

- **EARLY RETURN**

If, following one of the events for which you have requested one of the services "DISPATCH OF AN ELECTRICIAN FOR EMERGENCY INTERVENTIONS", "DISPATCH OF A PLUMBER FOR EMERGENCY INTERVENTIONS", "DISPATCH OF A LOCKSMITH FOR EMERGENCY INTERVENTIONS" your Home is damaged while you are traveling and you are forced to return before the scheduled date, The Operations Centre provides you with a first-class train ticket or an economy class flight ticket to allow you to return.

*The Insured Party must subsequently document, at the request of the Operations Centre, the causes of the claim.*

Europ Assistance will bear the costs up to a **maximum of Euro 500.00 per claim.**

### **B) MEDICAL EXPENSES COVER**

If you have an illness and/or suffer an accident while travelling, Europ Assistance pays for you the urgent and non-postponable pharmaceutical/hospital medical expenses, incurred at the place of the claim, during the duration of the Policy.

**Europ Assistance pays the costs on your behalf if the Operations Centre meets the technical and practical conditions to proceed. If this is not possible, Europ Assistance reimburses these expenses under the same conditions, without applying the deductible.**

Europ Assistance covers or reimburses medical expenses, **per Insured and per claim, up to the maximum of:**

- Euro 1,000.00 for claims occurred in ITALY
- Euro 50,000.00 for claims occurring in EUROPE and WORLD

**For Italian policyholders, the ceiling relating to the country of destination will be recognized; for Policyholders with foreign residence, the ceiling relating to the country of residence will be recognized.**

**The Medical Expenses cover is valid for a period not exceeding 110 days of hospital stay.**

#### **If you have been hospitalized**

- until your resignation from the Care Institute, or
- until the doctors of Europ Assistance believe that you can return to Italy.

#### **If you have not been hospitalized,**

- **only the expenses that you have made during the duration of the policy and that the Operations Centre has authorized you.**

**Within the ceiling indicated above, Europ Assistance pays you:**

- expenses for urgent and non-postponable dental treatment necessary **following a claim** that occurred while traveling **with a limit of Euro 200.00 per insured person;**
- **expenses for outpatient medical examinations, diagnostic tests and laboratory tests** (provided that they are relevant to the reported illness or accident) within the limit of **Euro 1,500.00;**
- expenses for medicines **prescribed by the attending physician** on site (provided that they are relevant to the illness or accident reported) within the limit of **Euro 1,000.00;**
- **medical expenses incurred on board a ship** within the limit of **Euro 800.00;**
- search and rescue costs, **up to € 1,500.00 per claim;**
- the costs of **transporting you from the place of the claim to the health care institution deemed suitable up to the amount of Euro 5,000.00 per insured;**

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- only in the event of a claim the costs for the treatment you receive when you return to your residence, **within 30 days of your return to your residence and up to the maximum of Euro 1,000.00.**

### WHAT HAPPENS IN THE EVENT OF TERRORISM?

If an act of terrorism occurs where you are while traveling and you are directly affected, you can apply for the Medical Expenses cover. Europ Assistance pays the costs directly. If this is not technically possible, Europ Assistance will reimburse you, without applying the excess.

**Attention! There is a deductible for this cover. Consult art. "Limitations on Warranties" in Section II.**

### C) BAGGAGE COVER

#### 1. BAGGAGE AND PERSONAL EFFECTS

Europ Assistance indemnifies material and direct damage to your baggage, including the clothes you were wearing when you left, caused by:

- theft, mugging, robbery, arson;

and, only in the case of delivery to a carrier, also loss and damage to the luggage delivered only.

**Europ Assistance indemnifies you.** The value of the items that make up your luggage **with a limit of Euro 300.00 per item, including bags, suitcases and backpacks. Europ Assistance considers bags, suitcases and backpacks as a single object.**

**Within the maximum of Euro 2,500.00, Europ Assistance pays you per claim and per period of travel duration.**

**Europ Assistance pays you per claim and per period of the Policy, up to 50% of the maximum amount indicated above, for:**

- photokinetic equipment and photosensitive material, radios, televisions, recorders, any other electronic equipment, musical instruments, personal defense and/or hunting weapons, diving equipment, eyeglasses or sunglasses.

**Photokinetic equipment** (camera, video camera, binoculars, flashlight, lenses, batteries, bags, etc.) **are considered a single object.**

- jewelry, gemstones, pearls, watches, gold/silver/platinum items, furs, and other precious items.

**Within the ceiling indicated above, Europ Assistance reimburses you:**

- up to **Euro 300.00** the costs to redo the Identity Card, passport and driving license/boat license,
- up to **Euro 300.00** the unexpected expenses you have to make to buy personal hygiene items and / or clothing that are necessary. This is only in the event of total theft of the luggage or if the carrier delivers it to you at the **destination airport of the outbound journey**, more than 12 hours late in the case of confirmed scheduled flights and charter flights.

### D) TRAVEL REMAKE COVER

You can request this cover when you have to interrupt your trip only and exclusively as a result of:

- *Medical Return* organized by the Operations Centre, on the basis of these contractual conditions;
- *Early Return* organized by the Operations Centre, on the basis of these contractual conditions;
- *Return of the convalescent Insured Person* organized by the Operations Centre, on the basis of these contractual conditions;
- early return if a family member at home has been hospitalized for more than 5 consecutive days or has died;
- your hospitalization for more than 24 hours that prevents the continuation of the Trip.

**Europ Assistance reimburses the portion of the trip not used calculated as indicated in Art. "CRITERIA FOR LIQUIDATING DAMAGES".**

The part of the trip not used will be refunded **up to a maximum of Euro 15,000.00 per travel practice.**

### E) FLIGHT DELAY COVER

**(The cover is valid only for tickets issued by the Tour Operator)**

You can claim this cover if your departure or return flight is delayed by more than a full 8 hours. **Europ Assistance indemnifies you with an amount of Euro 120.00 per Insured.**

### F) DAILY HOSPITALIZATION COVER IN CASE OF COVID-19

If due to Covid-19 you fall ill and are hospitalized in a health care institution for more than 5 days, Europ Assistance pays you a Daily Allowance of **Euro 100.00 for each day of hospitalization, up to a maximum of 10 days per claim and per Insured, therefore, the maximum sum for each Insured can never be more than Euro 1,000.00.**

### G) TRAVEL INTERRUPTION COVER IN CASE OF COVID-19

If you, your family members travelling with you or your registered travel companion are forced to quarantine for a Covid-19 infection at the same time, **Europ Assistance reimburses:**

- penalties charged for **ground services** booked and not used **within the limit of Euro 2,000.00 per Insured;**
- the **additional costs you pay to change the ticket office (tickets) or buy new tickets** to return to your residence, **up to a maximum of Euro 2,000.00 per Insured and** net of any refunds received from the carrier;
- any **hotel/accommodation expenses** to be borne by you for the quarantine period within a **maximum of Euro 300.00 per day for a maximum of 14 days**, if such quarantine cannot take place at the Insured Party's home.

### H) HOSPITALIZATION INDEMNITY COVER IN CASE OF COVID-19

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If you have been hospitalized in an intensive care unit for Covid-19, Europ Assistance pays you an Indemnity of **Euro 1,500.00 per Insured, per claim and per period of the Cover.**

### I) LEGAL PROTECTION COVER

Europ Assistance provides Legal Protection for the defence of your interests in extrajudicial and judicial proceedings in the context of your private life during the trip, including expenses that cannot be recovered by the other party in the cases indicated in the policy, under the conditions of this policy and **with the limit of the maximum amount of Euro 5,000.00 per unlimited claim and per duration of the trip.**

The fees you will be paid include:

- the costs of the mediation/assisted negotiation procedure to appeal and/or participate in the procedure itself according to the provisions of the tables attached to Ministerial Decree 55/2014 and/or subsequent amendments. The expenses will be according to the parameters set out in the aforementioned tables with the exclusion of any form of reduction or increase in the fees referred to in the aforementioned Decree 55/2014 and/or subsequent amendments.
- the costs of a single Lawyer appointed to manage the Claim in accordance with the provisions of the tables attached to Ministerial Decree 55/2014 and/or subsequent amendments. The expenses will be paid according to the parameters set out in the aforementioned tables **with the exclusion of any form of reduction or increase in remuneration referred to in the aforementioned Decree 55/2014 and/or subsequent amendments.**
- investigative expenses for the search and acquisition of evidence for the defense;
- any costs of the opposing lawyer, in the event of your unsuccessful conviction, or of a settlement authorised by Europ Assistance pursuant to Art. "MANAGEMENT OF THE CLAIM AND FREE CHOICE OF LAWYER" letter A);
- the costs for the intervention of the Court-appointed Technical Consultant;
- the expenses for the Party's Technical Consultant and Experts provided that they are chosen in agreement with Europ Assistance pursuant to Art. "MANAGEMENT OF THE CLAIM AND FREE CHOICE OF LAWYER" letter B);
- court costs;
- the costs of arbitration for the decision of disputes. The expenses of the referees are also insured in accordance with the provisions of the tables attached to Ministerial Decree 55/2014 and/or subsequent amendments. The expenses will be paid according to the parameters set out in the aforementioned tables with the exclusion of any form of reduction or increase in remuneration referred to in the aforementioned Decree 55/2014 and/or subsequent amendments.
- The Unified Contribution for the costs of judicial documents (L. 23 December 1999, no. 488 art. 9 - D.L. 11.03.2002 n° 28), if not repeated by the Counterparty in the event of the latter's defeat.
- the costs for the registration of judicial documents **up to a limit of Euro 500.00.**

In the event of an event concerning the covers covered by the insurance, the insured can obtain information on the covers themselves, the insured risks, the policy conditions, the methods and terms for reporting claims and the evolution of existing claims by calling the Europ Assistance toll-free number.

### 1. LEGAL PROTECTION WHILE TRAVELING

The indemnified charges provided for in the previous paragraph apply in the following cases:

1. claims made by you for compensation for damages of a non-contractual nature, for unlawful acts of third parties, even in the event of the establishment of a civil party in the context of the criminal proceedings against the other party;
2. civil action (or the possible establishment of a civil party in criminal proceedings) to obtain compensation for damages resulting from road/ship accidents in which the insured persons have been involved as pedestrians or as bicycle drivers or finally as passengers of any motor vehicle or boat;
3. defense in criminal proceedings for culpable crimes and contraventions. The service is effective even before the official formulation of the crime report;
4. the costs relating to the intervention of an interpreter in the event of proceedings taking root abroad concerning the covers covered by this Section, within the limits of the maximum insured amount.

Europ Assistance, at the request of the Policyholder, will pay for each criminal defence claim, the payment of the "provision for expenses and fees" requested by the lawyer in charge of managing the insurance case by means of a regular invoice, **up to the limit of Euro 5,000.00 per claim.**

As a result of these payments, the insured ceiling will be proportionally reduced to an extent corresponding to the amount of the "expense fund" recognized.

Europ Assistance retains the right to recover any amount advanced to you if you are found to have been grossly negligent or wilful misconduct in the event giving rise to the dispute.

### Where are the covers valid?



#### Art. 8. - TERRITORIAL EXTENSION

Indicate the countries where the claim occurs for which you can request covers **except as reported in Art. "EFFECT OF INTERNATIONAL SANCTIONS ON INSURANCE COVERAGE"**.

They are divided into three groups:

A) **Italy**, the Vatican City State and the Republic of San Marino;

B) all **European countries and the countries of the Mediterranean Basin**: Albania, Algeria, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Cyprus, Croatia, Denmark, Egypt, Estonia, Finland, France, Germany, Gibraltar, Greece, Ireland, Iceland, Israel, Liechtenstein, Latvia, Lebanon, Libya, Lithuania, Luxembourg, Macedonia, Malta, Morocco, Moldova, Principality of Monaco, Montenegro, Norway, Netherlands, Poland, Portugal, Czech Republic, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tunisia, Turkey, Ukraine and Hungary.

C) all **countries in the world.**

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VEHICLE ASSISTANCE SERVICES are provided in:

Italy, Republic of San Marino and Vatican City, Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Denmark mainland, Egypt, Estonia, Finland, France, Germany, Gibraltar, Greece, Ireland and Northern Ireland, Iceland, Israel, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Madeira, Malta, Morocco, Moldova, Monaco, Montenegro, Norway, Netherlands, Poland, Portugal mainland, United Kingdom, Czech Republic, Romania, Serbia, Slovakia, Slovenia, mainland Spain and Mediterranean islands, Sweden, Switzerland, Tunisia, Turkey, Ukraine, Hungary.

The TRAVEL LEGAL PROTECTION COVER is operational for violations of the law and violations of rights occurring in Europe.

Europe means:

Italy, Republic of San Marino, Albania, Algeria, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Denmark, Egypt, Estonia, Finland, France, Germany, Gibraltar, Greece, Ireland, Iceland, Liechtenstein, Latvia, Libya, Lithuania, Luxembourg, Macedonia, Malta, Morocco, Moldova, Montenegro, Norway, Principality of Monaco, Netherlands, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City, Tunisia, Turkey, Ukraine and Hungary.

**In any case, the costs of out-of-court and judicial assistance for violations of the law or violations of rights occurring in countries or areas where war or revolutions are taking place are excluded from the policy coverage.**

**Attention!**

**The covers do not apply in the countries listed in Art. "Exclusions".**

### When do the covers start and when do they end?



#### Art. 9. - COMMENCEMENT AND DURATION

The covers start from the date of commencement of the trip/stay and will be in force until the end of the same, i.e. from the moment you start using the first contractually agreed tourist service and end at the complete completion of the last service provided for in the contract itself.

**The maximum duration of coverage during the period of validity of the Insurance is 45 consecutive days.**

Vehicle Assistance services will start from 48 hours prior to the time of Check-in and will expire at the time of Check-in, at the booked facility or at the departure station. It will then start from the date of check-out, until the return to your residence and in any case within 48 hours.

For the Travel Legal Protection Cover

#### • OCCURRENCE OF THE CLAIM – START OF THE COVER

For the purposes of this Policy, the occurrence of the Claim means **the date on which the harmful event occurs, understood, based on the nature of the dispute, as follows:**

- the time of occurrence of the first event that gave rise to the right to compensation for the exercise of claims for compensation for non-contractual damages and for the costs of resistance for damage caused to third parties;
- the moment in which the Insured, the counterparty or a third party has or would have begun to violate legal or contractual regulations for all other hypotheses.

In the presence of several violations of the same nature, the date of the first violation is referred to for the moment of occurrence of the Claim.

The Insurance Cover is provided for Claims, if the respective Covers are present in the Policy, which have arisen:

- during the period of validity of the Policy, if it is a question of the exercise of claims for compensation for non-contractual damages, costs of resistance for damage caused to third parties, criminal proceedings, administrative liability and appeals or oppositions to administrative sanctions;
- after 3 (three) months from the start of the Policy, for contractual disputes.

In the event that this Policy replaces another policy stipulated for the same risk, (coming from another Company), without any temporal interruption of the insurance coverage, the insurance will also apply to negligent conduct carried out during the validity of the replaced policy, provided that the claims are reported during the validity of this Policy and refer to acts/facts carried out no later than two years before the date of stipulation of this Policy provided that the claims have not yet been submitted to the Policyholder and/or the Insured on the date of issue of this policy.

In the event that this Policy replaces another one taken out for the same risk, (coming from Europ Assistance), without any temporal interruption of the insurance coverage, the insurance will also apply to negligent conduct carried out during the validity of the replaced policy, provided that the claims are reported during the validity of this Policy and refer to acts/facts carried out no earlier than the effective date of the first policy, provided that the claims have not yet been submitted to the Policyholder and/or the Insured on the date of issue of this policy. The above applies to all the benefits already provided for in the previous policy, while it does not apply to all intents and purposes for the new benefits included in this contract, for which the deficiencies and general provisions apply.

In the event of a claim occurring during the above period, it will be the responsibility of the Policyholder/Insured to provide a copy of the previous Legal Protection Policy.

The Cover extends to claims that have arisen during the period of validity of the Policy and that have been reported to Europ Assistance, within 12 (twelve) months of the termination of the Policy itself in the manner and within the terms provided for in this Policy.

**The Cover does not take place in cases arising from contracts that at the time of stipulation of the Insurance had already been cancelled by one of the Policyholders or whose termination, termination or modification had already been requested by one of the Policyholders.**

**The following are considered to all intents and purposes as a single Claim:**

- one or more harmful events connected or consequential to each other or attributable to the same context, even if they involve several people;
- disputes brought by or against several persons and concerning identical or related claims;
- investigations or indictments or administrative liability proceedings against one or more insured persons and due to the same event or fact;

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- **the criminal charges for continued crime.**

In the event of multiple Insured Persons involved in a single claim, the benefit is covered with a single maximum per claim which is **equally divided among all the Insured Persons** regardless of the costs borne by each. **If, at the time the claim is settled, the maximum amount per claim is not exhausted, the remainder shall be divided equally among the Policyholders who have only partially received reimbursement of the expenses referred to in paragraph 1. LEGAL PROTECTION ON THE ROAD of the "What is insured?" section.**

### SECTION II – DISCLAIMERS AND LIMITATIONS OF WARRANTIES



#### What is not insured?

#### Art. 10. - EXCLUSIONS

- **GENERAL EXCLUSIONS APPLY TO ALL WARRANTIES**

For all covers, claims caused by:

- wilful misconduct or gross negligence except as indicated in the individual covers;
- from floods, volcanic eruptions, earthquakes, atmospheric phenomena having the characteristics of natural disasters, phenomena of transmutation of the nucleus of the atom, radiation caused by the artificial acceleration of atomic particles;
- war, strikes, revolutions, riots or popular movements, looting, acts of terrorism and vandalism.
- epidemics or pandemics according to what has been declared by the World Health Organization with the exception of Covid-19;
- indirect consequences of the Covid 19 epidemic/pandemic.

The following cases are also excluded:

- failure to comply with the ordinances/rules imposed by the control bodies/host countries or countries of origin;
- the consequences due to or attributable to quarantines or restrictive measures on freedom of movement decided by the competent authorities that isolate the Municipality/larger territorial areas in which you are during the Trip.

Except as indicated in the individual Covers, expenses due to or attributable to/resulting from quarantine or other measures restricting freedom of movement, decided by the competent International and/or Local Authorities, are not insured, meaning any competent authority of the country of origin or of any country where you have planned your Trip or through which you are transiting to reach your destination.

It is also excluded:

- any travel undertaken for participation in races/competitions involving extreme activities;
- any trip you make for the purpose of carrying out: visits, check-ups, hospitalizations, surgeries.
- any trip you take with the aim of going to treat a pathology that had manifested itself before departure;
- trips made against medical advice, or in any case with an acute illness at the time of departure of the trip;
- extreme journeys in remote areas, which can only be reached with the use of special rescue vehicles.

#### EXCLUDED COUNTRIES

Travel to the following countries is not insured: Antarctica, Afghanistan, Cocos, South Georgia, Heard and Mc Donald, Bouvet Island, Christmas Island, Pitcairn Island, Chagos Islands, Falkland Islands, Marshall Islands, Minor Isles, Solomon Islands, Wallis and Futuna Islands, Kiribati, Micronesia, Nauru, Niue, Palau, Western Sahara, Samoa, St. Helena, Somalia, French Southern Territories, West Timor, East Timor, Tokelau, Tonga, Tuvalu, Vanuatu, and those undertaken in countries in a state of belligerence.

- **EXCLUSIONS RELATING TO INDIVIDUAL COVERS**

#### A) ASSISTANCE COVER and D) TRIP REMAKE COVER

Claims dependent on or caused by:

- car, motorcycle or motorboat races and related tests and training;
- illnesses with symptoms in progress on the date of departure of the trip (valid for Personal Assistance services)
- mental illnesses and psychic disorders in general, including organic brain syndromes, schizophrenic disorders, paranoid disorders, manic-depressive forms and related consequences/complications;
- pregnancy-dependent diseases beyond the 26th week of gestation and the puerperium;
- accidents that occur before the start of the journey;
- organ harvesting and/or transplantation;
- voluntary interruption of pregnancy;
- abuse of alcohol or psychotropic drugs;
- illnesses/injuries resulting from the HIV virus;
- use of drugs and hallucinogens;
- non-qualification to drive the vehicle in accordance with the provisions of the law in force;
- attempted suicide or suicide;
- air sports in general, driving and use of hang gliders and other types of ultralight aerial vehicles, parachuting, paragliders and similar, sledding, bobsleigh, acrobatic skiing, jumping from the trampoline with skis or hydroskis, mountaineering with rock climbing or access to glaciers, free climbing, kite-surfing, scuba diving, sports involving the use of motor vehicles and boats, boxing, wrestling in its various forms, martial arts in general, heavy athletics, rugby, American football, caving,
- acts of recklessness,
- injuries suffered as a result of sports activities carried out on a professional basis, in any case not amateur (including competitions, trials and training).

Claims occurring in countries where there are no Europ Assistance Branches or Correspondents are excluded.

In addition, diving with breathing apparatus is excluded for the ASSISTANCE COVER, with the exception of dives organized at an amateur/recreational level.

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IN ADDITION, THE FOLLOWING EXCLUSIONS APPLY TO INDIVIDUAL SERVICES:

- **MEDICAL RETURN**

The following are excluded:

- the illness or accident that allows you, according to the assessment of the doctors of the Operations Centre, to continue travelling,
- the illness or accident that can be treated on the spot,
- infectious diseases, when transport does not comply with national or international health regulations,
- discharge from the medical center or hospital against the advice of the doctors, by your choice or by the choice of your family members.

In the event of death, the following are excluded:

- funeral expenses, search for people, recovery of the body and other expenses that are not related to transport.
- The transport of the body to places that are not practicable with normal means of transport.

Transport, always in compliance with the laws in force, can be done with vehicles suitable for funeral transport (e.g. hearses),

The return to residence is excluded if you are not resident in Europe and your trip has a non-European country as its destination.

- **ROADSIDE ASSISTANCE**

The following are excluded:

- the costs for spare parts and all repair costs;
- the expenses for the intervention of exceptional means, when the exceptional means are necessary for the recovery of the vehicle;
- towing costs, when the vehicle has suffered an accident or breakdown while it was circulating outside the public road network or in areas comparable to it (such as: off-road routes).

Punctures of the tyre and incorrect refuelling are not considered to be a fault and/or accident.

- **DEPANNAGE**

The following are excluded:

- Expenses for spare parts and all repair costs;
- the expenses for the intervention of exceptional means, when the exceptional means are necessary for the recovery of the vehicle;
- towing costs, when the vehicle has suffered an accident or breakdown while it was circulating outside the public road network or in areas comparable to it (such as: off-road routes).

- **DISPATCH OF A PLUMBER FOR EMERGENCY INTERVENTIONS**

Claims due to:

- interruption of supply by the provider,
- Simple fault of taps

- **DISPATCH AN ELECTRICIAN FOR EMERGENCY WORK**

Claims due to:

- due to the interruption of electricity by the provider;
- due to faults in the power cable of the rooms of the house upstream and downstream of the meter.

### **B) MEDICAL EXPENSES COVER**

Claims due to:

- a. car, motorcycle or motorboat races and related tests and training;
- b. mental illnesses and psychic disorders in general, including organic brain syndromes, schizophrenic disorders, paranoid disorders, manic-depressive forms and related consequences/complications;
- c. pregnancy-dependent diseases beyond the 26th week of gestation and the puerperium;
- d. diseases with symptoms in progress on the date of departure of the trip
- e. accidents that occur before the start of the journey;
- f. accidents resulting from the performance of the following activities: mountaineering with rock climbing or access to glaciers, jumps from the trampoline with skis or hydroskis, driving and use of sled guides, air sports in general, driving and use of hang gliders and other types of ultralight aerial vehicles, paragliders and similar, kite surfing, acts of recklessness as well as all injuries suffered as a result of sports activities carried out on a professional basis in any case not amateur (including competitions, rehearsals and training);
- g. organ harvesting and/or transplantation;
- h. voluntary interruption of pregnancy;
- i. alcohol or psychotropic drug abuse;
- j. illnesses/injuries resulting from the HIV virus;
- k. use of drugs and hallucinogens;

In addition, Europ Assistance does not pay you:

- all expenses incurred if you have not reported to Europ Assistance, directly or through third parties; hospitalization or first aid service;
- expenses for the treatment or elimination of physical defects or congenital malformations, for aesthetic applications, for nursing, physiotherapy, spa and slimming treatments;
- expenses for dental treatment following sudden illness;

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- expenses for the purchase and repair of glasses, contact lenses;
- expenses for orthopaedic and/or prosthetic appliances following sudden illness;
- expenses for voluntary interruptions of pregnancy
- expenses for services and therapies related to fertility and/or sterility and/or impotence.

### C) BAGGAGE COVER

In addition, claims due to or dependent on the following are not insured:

- insufficient or inadequate packaging, normal wear and tear, manufacturing defects and weather events;
- breakage and damage to luggage unless it is the result of theft, robbery, mugging or is caused by the carrier;
- theft of luggage contained inside the vehicle that is not regularly locked as well as theft of luggage placed on board motorcycles or placed on external luggage racks. Theft from 8 p.m. to 7 a.m. is also excluded if the luggage is not placed on board a locked vehicle in a guarded parking lot.

In addition, the following are not insured:

- money, cheques, stamps, tickets and travel documents, coins, art objects, collections, samples, catalogues, goods;
- documents other than identity card, passport and driving license;
- goods purchased during the Trip without regular proof of expenditure (invoice, receipt, etc.);
- goods other than clothing, which have been delivered, even together with clothes, to a transport company, including the air carrier;

The following are also excluded:

- the case of delayed baggage delivery at the airport of the city of departure at the beginning of the trip;
- all expenses you incur after receipt of your baggage.

### E) FLIGHT DELAY COVER

The following are also not insured:

- the facts known or occurred, up to six hours before the scheduled time of departure;
- known or planned strikes, up to six hours before the scheduled departure time.

Delays suffered at intermediate stops and/or connections are also excluded.

### I) LEGAL PROTECTION COVER

The following are also excluded:

- disputes resulting from popular riots, acts of vandalism, earthquakes, strikes and lockouts, as well as from the possession or use of radioactive substances;
- disputes arising from intentional acts of the Insured;
- disputes relating to or in any case connected to the ownership or use of motor vehicles or the navigation and storage in the water of boats subject to compulsory insurance;
- facts originating from the ownership or use of motor aircraft;
- disputes with a value of less than Euro 500.00;
- contractual disputes with Europ Assistance;
- disputes not expressly mentioned in the "Legal Protection while travelling" paragraph.



### Are there any coverage limits?

#### Art. 11. - EFFECT OF INTERNATIONAL SANCTIONS ON INSURANCE COVERAGE

Europ Assistance Italia S.p.A. is not required to:

- provide insurance coverage,
- Pay claims

if this exposes you to any sanctions, prohibitions or restrictions that come from "INTERNATIONAL SANCTIONS".

This article shall prevail over any other item that may be contained in these Conditions of Insurance.

In any case, check the updated list of sanctioned countries at the link:

<https://www.europassistance.it/contenuti-utili/international-regulatory-information-links>

If you are a "United States Person" and you are in Cuba or Venezuela, to benefit from the insurance coverage you must demonstrate to

"INTERNATIONAL SANCTIONS" are restrictive measures, i.e. limitations or prohibitions imposed by national and/or international provisions. They are applicable to individuals, groups, or entities.  
By way of example and not exhaustively, international sanctions can be adopted by the UN, the European Union, the United States of America, the United Kingdom, individual nations.

Europ Assistance Italia S.p.A. to be in Cuba or Venezuela in compliance with U.S. laws.

Without authorization for your stay in Cuba or Venezuela, Europ Assistance Italia S.p.A. cannot provide insurance coverage.

#### Art. 12. - LIMITATIONS OF WARRANTIES

##### • TRAVEL RESTRICTIONS

You are not covered if you travel to a country, region or region for which the relevant government authority in your country of residence or in the country of destination or host has advised against travelling or otherwise residing, even temporarily.

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- **CATASTROPHIC LIMIT**  
If you are involved in an act of terrorism that also affects other policyholders of Europ Assistance, Europ Assistance for covers
  - 1. Support
  - 2. Medical expenses
 overall and for all its policyholders involved, it covers a maximum of 10 million euros per Catastrophe Event. If this ceiling is not sufficient to pay all the policyholders involved, Europ Assistance reduces the reimbursements of each individual policyholder taking into account the limits indicated in their policies. For policyholders with unlimited limits, Europ Assistance reduces reimbursements by taking 1 million euros as a reference ceiling. The total sum of the costs may not exceed the ceiling provided.
- **CONTINUOUS STAY ABROAD**  
You can stay abroad for a maximum of 45 consecutive days during the validity of this Policy. **You will not be insured for claims that happen to you after 45 days.**

### A) ASSISTANCE COVER

- **LIMITS OF INTERVENTION**  
Europ Assistance does not provide you with assistance services in the following countries:
  - involved in armed conflicts, whether declared or de facto;
  - of which public notice of the state of belligerence has been given;
  - indicated on the official website [europassistance.it/paesi-in-stato-di-belligeranza](http://europassistance.it/paesi-in-stato-di-belligeranza), with a very high degree of danger (Very High);
  - in which local or international authorities prevent intervention, even in the absence of war risk.
- **LIMITS OF PROVISION OF BENEFITS**  
Assistance services are provided up to once per insured person, for each type within the duration of the trip.
- **LIMITATION OF LIABILITY**  
Europ Assistance is not responsible for damages:
  - caused by the intervention of the authorities of the country in which the assistance is provided,
  - consequent to any other fortuitous and unforeseeable circumstance.
 It should also be noted that the operation of the services is in any case subject to the limitations and measures imposed by the governmental, local and health authorities.

### B) MEDICAL EXPENSE REIMBURSEMENT COVER

- **DEDUCTIBLE**  
Europ Assistance applies an absolute deductible of Euro 50.00, except in cases of Hospitalization and Day Hospital.

#### Example of a deductible:

if the agreed deductible is equal to a fixed sum of Euro 50.00:  
 expenses less than Euro 50.00 will not be indemnified/compensated  
 expenses exceeding Euro 50.00 will be compensated with the deduction of Euro 50.00 (within the limits of the ceilings provided).

Specialist visit Euro 150,00  
 Deductible Euro 50,00  
 Refund Euro 100.00

## SECTION III – OBLIGATIONS OF THE INSURED AND EUROP ASSISTANCE



What obligations do you have and what obligations does the company have?

Art. 13. - OBLIGATIONS OF THE INSURED IN THE EVENT OF A CLAIM

### FOR ALL WARRANTIES OTHER THAN SERVICE

You will have to report the claim in the following ways:

- by accessing the <https://ideeperviaggiare.sinistrionline.europassistance.it> portal or the website [www.europassistance.it](http://www.europassistance.it) the CLAIMS section. You must follow the instructions.

or

- by writing a registered letter with return receipt to **Europ Assistance - Ufficio Liquidazione Sinistri (indicating the cover for which you are reporting the claim) - Via del Mulino n. 4 – 20057 Assago (MI).**

You must provide the following data/documents:

- your first name, last name and address

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- your phone number;
- The Europ Assistance card number + file number;
- the circumstances of the incident.
- the date of occurrence of the claim;
- where you or the persons who gave rise to the claim can be found.

**The times for reporting the claim are indicated in the individual covers.**

**IN ADDITION TO THIS, FOR EACH COVER YOU MUST GIVE US OTHER INFORMATION/DOCUMENTS, AS INDICATED BELOW:**

### A) SERVICE COVER

Call the Europ Assistance Operations Centre **immediately and always at:**  
**+39 02.58.24.06.28 from Italy or abroad.**

The Operations Centre is active 365 days a year, 24 hours a day.

**Do nothing without first contacting the Operations Centre.**

**In case of emergency, call the Emergency Service.**

**If you do not contact Europ Assistance, it does not cover you the benefits. Article 1915 of the Civil Code applies.**

### B) MEDICAL EXPENSES COVER

In the event of a Claim, you must immediately call the Operations Centre at:

**+39 02.58.24.06.28 from Italy or abroad.**

You must make a report **no later than sixty days from when you had the claim.**

You must submit the following data/documents:

- the First Aid certificate written at the scene of the accident indicating the pathology suffered or the medical diagnosis certifying the type of accident suffered and how it happened;
- a certified copy of the original medical record, if you have been hospitalized;
- originals of invoices, receipts or tax receipts for the expenses incurred, complete with the tax data (VAT number or Tax Code) of the issuers and holders of the receipts themselves;
- medical prescription for the purchase of medicines with the original receipts of the medicines purchased.

### C) BAGGAGE COVER

#### WHAT SHOULD YOU DO IF THERE IS A PROBLEM WITH YOUR LUGGAGE?

You must remember to

- in the event of theft/loss, immediately report it to the competent authorities of the place where the claim occurred and keep an authentic copy for Europ Assistance;
- send a written complaint to the hotelier or carrier or other person responsible for the damage;
- in the event of liability of the carrier, file a report according to the procedures indicated by the carrier itself at the time of the claim;
- within 60 days of the occurrence of the claim, send the claim report to Europ Assistance by accessing the <https://ideeperviaggiare.sinistrionline.europassistance.it> portal or in the manner listed below

It is important to keep all the documents to be submitted to Europ Assistance together with the claim report and to carefully read the procedures listed below.

You must report the claim **within sixty days of having suffered it.** Send the following data/documents:

For the "Baggage" cover, you must send the following data/documents:

- copy of travel tickets or details of stay;
- certified copy of the report with the approval of the Police Authority of the place where the event occurred;
- the circumstances of the incident;
- the list of lost or stolen items, their value and the date of purchase;
- the names of the Insured Persons who have suffered the damage;
- copy of the complaint letter submitted to the hotelier or carrier who may be responsible;
- Proof of the costs of remaking documents, if incurred;
- copies of invoices, receipts or tax receipts, complete with the tax data (VAT number or Tax Code) of the issuers and holders of the receipts themselves, proving the value of the damaged or stolen goods and their date of purchase;
- repair invoice or declaration of irreparability of damaged or stolen goods drawn up on headed paper by a dealer or a specialist in the sector.

Only in the event of non-delivery and/or damage to all or part of the baggage delivered to the carrier must you attach to the refund request:

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- a copy of the report made immediately to the Office specifically designated for claims for lost baggage;
- copy of the complaint letter sent to the carrier with the request for compensation and the letter of response from the carrier itself.

In case of delayed delivery of the Baggage you must send the following data/documents:

- a declaration from the Airport Management Company or the carrier certifying that the baggage has been delayed beyond 12 hours and the time of delivery;
- copies of invoices, receipts or tax receipts, complete with the tax data (VAT number or Tax Code) of the issuers and the holders of the receipts themselves, proving the value of the goods purchased;
- copy of the complaint letter sent to the carrier with the request for compensation and the letter of response from the carrier itself.

### D) TRAVEL REMAKE COVER

You must make a report **no later than sixty days from when you had the claim.**

You must submit the following documentation:

- the cause of the interruption of the trip;
- medical certificate/medical record proving that you or your family member was hospitalized and caused the trip to be interrupted
- travel program;
- date of return;
- travel payment certificate;
- confirmation account statement issued by the Travel Organization/Agency.

### E) FLIGHT DELAY COVER

You must make a report **no later than sixty days from when you had the claim.**

You must submit the following documentation:

- document proving the actual departure time, which you must request directly from the Carrier and possibly from the Tour Operator;
- booking confirmation (or other document issued by the travel agent) proving that the travel tickets were issued by the Tour Operator,
- copy of tickets/boarding passes;
- last convocation sheet of the Tour Operator;
- last update time communicated by the Tour Operator.

### F) DAILY COVER FOR HOSPITALIZATION IN THE EVENT OF COVID-19

You must make a report **no later than sixty days from when you had the claim.**

You must submit the following documentation:

- medical record or discharge certificate from the Health Care Institution where you were hospitalized for Covid-19, showing the reason and duration of hospitalization.

### G) TRAVEL INTERRUPTION COVER IN THE EVENT OF COVID-19

You must make a report **no later than sixty days from when you had the claim.**

You must submit the following documentation:

- documentation certifying the quarantine ordered by the local authorities;
- travel contract/booking statement;
- any re-routing travel tickets with evidence of the higher cost paid;
- declaration of not flown, issued by the air carrier;
- Penalty statements of lost service fees
- expense invoices relating to forced stay;
- documentation certifying any reimbursements recognized by suppliers.

### H) HOSPITALIZATION INDEMNITY COVER IN THE EVENT OF COVID-19

You must make a report no later than sixty days from when you had the claim.

You must submit the following documentation:

- discharge certificate from the health care institution where you were hospitalized for Covid-19 and its variants showing the reason and duration of hospitalization.

### LI) COVER LEGAL PROTECTION ON THE ROAD

1. **You must immediately report any claim as soon as it occurred and/or you became aware of it**, by accessing the portal [www.sinistrionline.europassistance.it](http://www.sinistrionline.europassistance.it) following the instructions (or by accessing the website directly [www.europassistance.it](http://www.europassistance.it) the claims section) or by sending a written report to **Europ Assistance Italia S.p.A., Ufficio Liquidazione Sinistri "Legal Protection", Via del Mulino n. 4 – 20057 Assago (MI), Fax 02 58384210, Toll-free number 800.085820.**
2. **In any case, you must send Europ Assistance a copy of each document received by you, within 7 (seven) days from the date of receipt of the same.**
3. You will have to indicate the **role number and/or any other useful element for the correct identification of the procedure.**

### • PROVISION OF EVIDENCE AND DOCUMENTS NECESSARY FOR THE PROVISION OF THE INSURANCE COVER

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You must:

- **immediately inform Europ Assistance in a complete and truthful manner of all the details of the Claim, as well as indicate the means of proof and documents and, on request, make them available;**
- **instruct the lawyer responsible for the protection of their interests, as well as inform them completely and truthfully of all the facts, indicate the means of proof, provide all possible information and procure the necessary documents.**

- **CLAIM MANAGEMENT AND FREE CHOICE OF LAWYER**

A) Attempt at an amicable settlement (out of court)

Upon receipt of the Claim report, Europ Assistance tries, where possible, to manage **the out-of-court handling of the dispute in order to achieve an amicable settlement. Europ Assistance reserves the right to delegate out-of-court management to Lawyers of its choice or chosen by the Insured Party, subject to the approval of Europ Assistance, even before mediation bodies.** The Insured Party may not carry out initiatives and actions, reach agreements or Transactions without the prior approval of Europ Assistance. In the event of non-compliance with these obligations, the Insured forfeits the right to compensation for the Claim.

B) Choice of lawyer or expert

When it has not been possible to reach an amicable settlement of the dispute (out-of-court, as identified in point A), or when the nature of the dispute excludes the possibility of an amicable settlement initiated by Europ Assistance, or when there is a conflict of interest between Europ Assistance and the Insured, or when there is a need for a criminal defence covered by the Insurance, the Insured has the right to choose a lawyer of his/her trust to whom he/she entrusts the protection of his/her interests, provided that **he/she is registered in the Register of Lawyers of the Judicial Office competent for the dispute or of the Insured Party's place of residence**, reporting his/her name to Europ Assistance. If the dispute or criminal proceedings must be rooted in a court of appeal district other than that of the Insured Party's residence, the Insured Party has the right to choose a lawyer who practices in the district of the court of appeal of his/her residence, in any case reporting the name to Europ Assistance; in this case, Europ Assistance also reimburses any expenses incurred exclusively in court for a corresponding lawyer (Authorised Agent Fees) within the quantitative limits indicated in the Policy.

The Insured Party who does not intend to make use of the right to choose a lawyer may ask Europ Assistance to indicate the name of a lawyer to whom the protection of their interests can be entrusted. The power of attorney to the Designated Lawyer must be issued by the Insured, and the latter must provide them with all the necessary documentation. Europ Assistance confirms the professional assignment to the lawyer thus conferred.

If it is necessary to appoint a party Expert, this must be agreed in advance with Europ Assistance.

Europ Assistance reimburses the costs of a single lawyer and/or expert even if the Insured has appointed several lawyers/experts.

Europ Assistance is not responsible for the work of Lawyers, Technical Consultants and Experts.

C) Revocation of the appointment of the designated Lawyer or renunciation of the mandate by the same Lawyer

In the event of revocation of the professional appointment of the Lawyer initially appointed by you and subsequent appointment to another Lawyer during the same level of proceedings, Europ Assistance reimburses the costs of a single Lawyer of your choice.

If the professional assignment is revoked at the end of a level of judgment, Europ Assistance will also reimburse the costs of the lawyer appointed for the new level of judgment.

In the event of withdrawal by the Appointed Lawyer, Europ Assistance reimburses both the costs of the Lawyer originally appointed and the expenses of the new Appointed Lawyer, provided that the waiver is not determined by an objective assessment of the recklessness of the dispute.

D) Obligations of the Insured with regard to lawyers' fees and experts. Reimbursements to the Insured Party of the expenses incurred for the management of the dispute

**The Insured Party may not reach agreements with the Lawyers and Experts regarding the fees due to them without the prior consent of Europ Assistance. In the event of failure to comply with this obligation, the Insured loses the right to compensation.** When the dispute has been concluded, Europ Assistance will reimburse the Insured for the expenses incurred (within the limits of the maximum amount provided for in the Policy and minus any deductibles and overdrafts), provided that such expenses are not recoverable by the other party.

E) Disagreement between the Insured and the Company

In the event of disagreement between the Insured and Europ Assistance regarding the interpretation of the Policy and/or the management of the Claim, Europ Assistance undertakes to inform the Insured of its right to avail itself of the arbitration procedure, and the decision is referred, without excluding the possibility of going to court, to an arbitrator appointed by mutual agreement of the parties or, in the absence of agreement, by the President of the Court with territorial jurisdiction for the dispute. The arbitrator shall act in accordance with equity.

**The costs of arbitration are awarded as follows:**

- **in the event of a totally or partially favourable outcome for Europ Assistance, they are divided 50% between each of the two parties;**
- **in the event of a totally favorable outcome for the Insured, they must all be paid by Europ Assistance.**

- **RECOVERY OF SUMS**

Europ Assistance, which has incurred or advanced them, is responsible for the fees, fees and expenses paid in court or agreed with the counterparty.

**For claims management of all covers:**

Europ Assistance may ask you for other documents necessary to assess the claim.

You are obliged to give them them.

If you do not comply with your obligations in the event of a claim, Europ Assistance may decide not to reimburse you.

This is established by the Civil Code in art. 1915.

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**Art. 1915 Italian Civil Code:** the article explains what happens to the Insured if they do not report the claim to their insurer within the time frame in which they requested it.

The Insurer is obliged to indemnify the Insured for a sum equal to the damage that the Insured has suffered.

If the Insured behaves intentionally in a way that causes or aggravates the damage, the Insurer may not pay it.

If the Insured unintentionally causes or aggravates the damage, the Insurer may pay less.

### Art. 14. - CRITERIA FOR THE ASSESSMENT AND LIQUIDATION OF DAMAGES

#### • PAYMENT OF COMPENSATION

For all Covers with the exception of Europ Assistance, after receiving the necessary documentation from you, after verifying the operation of the Cover and after making the necessary checks, establishes the Indemnity/Daily Allowance/Reimbursement that is due to you and communicates it to you.

**Europ Assistance pays you within 20 days of this communication.**

**In the event of death before Europ Assistance has paid you the compensation/Daily allowance/reimbursement, your heirs will be entitled to the payment that you would have been entitled to only by demonstrating the existence of the right to compensation/Daily allowance/reimbursement by delivering to Europ Assistance the documentation required in art. "Obligations of the Insured in the event of a Claim".**

### C) BAGGAGE COVER

#### • CRITERIA

In the event of damage to your luggage delivered to a carrier/hotelier, Europ Assistance pays you, up to the maximum amount provided for in the Policy, **supplementing the part already reimbursed by the carrier/hotelier responsible for the event.**

In the case of **items purchased no later than three months before the occurrence of the claim**, the refund will be made **based on the purchase value**, if proven by the relevant documentation.

In the case of **objects purchased more than three months before the occurrence of the claim**, the **degradation of use of the same will be taken into account.**

In case of damage to your luggage, the cost of the repair will be refunded upon presentation of an invoice.

**In no case will the so-called sentimental values be taken into account.**

#### **Attention!**

**Europ Assistance reimburses only the insured person whose name is shown on the PIR within the ceiling provided for the insured person only.**

### D) TRAVEL REMAKE COVER

#### • CRITERIA

Europ Assistance will calculate the period paid and not used as follows: total value **paid for the trip (only the stay will be considered excluding the costs of round trips)**, divided by the **number of days of travel initially planned**, multiplied by the **days not used.**

**The day of the interruption of the trip and the day of return scheduled at the beginning of the trip are considered as a single day.**

### E) FLIGHT DELAY COVER

#### • CRITERIA

The **calculation of the delay** will be made on the **basis of the actual departure time made official by the carrier**, compared to the last update of the departure time that the Tour Operator has officially communicated to you at the travel agency or local correspondent, up to eighteen hours before the scheduled departure time.

**The cover is effective only in the event that the travel tickets have been issued by the Tour Operator as shown on the booking statement.**

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### HOW TO CONTACT EUROP ASSISTANCE

To request the Assistance Cover and the authorization of medical expenses you must call the following numbers:

**+39 02.58.24.06.28 from Italy or abroad**

**IMPORTANT: do not take any initiative without first contacting the Operations Centre by telephone**

You can also contact Europ Assistance by clicking on the link: <https://ipv.quickassistance.it> or scan QR code



If you can't make a call, you can send:

- a fax to the number 02.58.47.72.01
- or
- a communication to the email address: [sanitario@europassistance.it](mailto:sanitario@europassistance.it)

The Europ Assistance Operations Centre answers the phone 24 hours a day at your disposal, to help you or indicate what to do to solve any type of problem in the best possible way, as well as authorising any expenses.

**In order to provide the Covers provided for in the Insurance Conditions, Europ Assistance must process your personal data and, as stated in EU Regulation 2016/679 on the protection of personal data, it needs your consent to process your health-related data. By calling or writing or having Europ Assistance call or write to Europ Assistance, you freely give your consent to the processing of personal data relating to health as indicated in the Data Processing Policy you have received.**

## Insurance Terms and Conditions Mod. 24272

Any complaints regarding the contractual relationship or the management of claims must be submitted in writing, including a detailed description of the events, the number of the policy or claim in question and any information that may help identify the policyholder or the insured (such as tax code, name, surname, contact details, etc.) to: Europ Assistance Italia S.p.A. – Ufficio Reclami – Via del Mulino, 4 – 20057 Assago (MI); fax: 02.58.47.71.28 – pec: [reclami@pec.europassistance.it](mailto:reclami@pec.europassistance.it) (enabled to receive messages only from Certified Electronic Mail - PEC mailboxes) - e-mail: [ufficio.reclami@europassistance.it](mailto:ufficio.reclami@europassistance.it).

If you are not satisfied with the outcome of the complaint or if you do not receive a response within a maximum of forty-five days, you can contact IVASS (Institute for the Supervision of Insurance) - Servizio Tutela del Consumatore - via del Quirinale, 21 - 00187 Rome, fax: 06.42.13.32.06, pec: [ivass@pec.ivass.it](mailto:ivass@pec.ivass.it), attaching the complaint to the documentation relating to the complaint handled by Europ Assistance. In these cases and for complaints concerning compliance with the sector regulations to be submitted directly to IVASS, in the complaint you must indicate:

- name, surname and domicile of the complainant, with any telephone number;
- identification of the person or persons whose work is complained of;
- brief and exhaustive description of the reason for complaint;
- copy of the complaint submitted to Europ Assistance Italia and any feedback provided by the same;
- any document useful for describing the relevant circumstances more fully.

The form for submitting a complaint to IVASS can be downloaded from the [www.ivass.it](http://www.ivass.it) website.

BEFORE GOING TO COURT, alternative dispute resolution systems can be used, such as:

- **Insurance Arbitrator (in force from 15.01.2026):** by submitting an appeal to the Insurance Arbitrator through the portal available on the latter's website ([www.arbitroassicurativo.org](http://www.arbitroassicurativo.org)) where it is possible to consult the eligibility requirements, other information relating to the submission of the appeal itself and any other useful information;
- **Mediation:** By contacting a Mediation Body among those on the list of the Ministry of Justice, which can be consulted on the [www.giustizia.it](http://www.giustizia.it) website (Law 9/8/2013, no. 98);

**Assisted negotiation:** at the request of your lawyer to Europ Assistance Italia S.p.A.

### **Insurance disputes on the determination and estimation of damages in the context of policies against the risk of damage (where provided for by the Insurance Conditions).**

In the event of disputes relating to the determination and estimation of damages, it is necessary to resort to contractual expertise where provided for by the Insurance Conditions for the resolution of this type of dispute. The request for activation of the contractual or arbitration expertise must be addressed to: Ufficio Liquidazione Sinistri – Via del Mulino n. 4 – 20057 Assago (MI), by registered mail with return receipt or certified email: to the address [sinistri@pec.europassistance.it](mailto:sinistri@pec.europassistance.it).

In the case of disputes in the context of policies against the risk of damage in which the contractual expertise has already been carried out or not related to the determination and estimate of damages, the law provides for mandatory mediation, which is a condition for proceeding, with the right to resort to assisted negotiation in advance.

### **Insurance disputes on medical matters (where provided for in the Conditions of Insurance).**

In the event of disputes relating to medical matters relating to accident or health policies, arbitration is necessary where provided for in the Conditions of Insurance for the resolution of this type of dispute. The request for activation of the contractual or arbitration expertise must be addressed to: Ufficio Liquidazione Sinistri – Via del Mulino n. 4 – 20057 Assago (MI), by registered mail with return receipt or certified email: to the address [sinistri@pec.europassistance.it](mailto:sinistri@pec.europassistance.it). The arbitration will take place at the location of the Institute of Forensic Medicine closest to your place of residence.

In the case of disputes in the context of accident or illness policies in which arbitration has already been carried out or not relating to medical issues, the law provides for mandatory mediation, which is a condition for proceeding, with the right to resort to assisted negotiation in advance.

The right to appeal to the Judicial Authority remains unaffected.

For the resolution of cross-border disputes, you can lodge a complaint with IVASS or activate the competent foreign system through the FIN-NET procedure (by accessing the [https://finance.ec.europa.eu/consumer-finance-and-payments/retail-financial-services/financial-dispute-resolution-network-fin-net/make-complaint-about-financial-service-provider-another-eea-country\\_it](https://finance.ec.europa.eu/consumer-finance-and-payments/retail-financial-services/financial-dispute-resolution-network-fin-net/make-complaint-about-financial-service-provider-another-eea-country_it) website).

## PRIVACY POLICY

### WHAT IS PERSONAL DATA AND HOW IS IT USED BY EUROP ASSISTANCE ITALIA S.P.A.

#### Information on the processing of data for insurance purposes

(pursuant to Articles 13 and 14 of the European Regulation on the protection of personal data)

Personal **Data** is information about a person that allows him or her to be recognized among other people. Personal Data includes, for example, your first and last name, your identity card or passport number, information relating to your state of health, such as illness or accident, information relating to criminal offences and convictions.

There are policies<sup>1</sup> that protect Personal Data to protect it from misuse. Europ Assistance Italia, as Data Controller, complies with these rules and, also for this reason, wishes to inform you about what it does with your Personal Data.

If what is described in this Policy is not sufficient or you wish to assert a right provided for by law, you can write to **the Ufficio Protezione Dattir** at Europ Assistance Italia - Ufficio Protezione Dati – Via del Mulino, 4 – 20057 Assago (MI) or by email at [UfficioProtezioneDati@europassistance.it](mailto:UfficioProtezioneDati@europassistance.it)

#### Why Europ Assistance uses your Personal Data and what happens if you do not provide or authorize us to use it

Europ Assistance Italia uses your Personal Data, if necessary for the management of BENEFITS and COVERS, including those relating to the state of health or relating to crimes and criminal convictions, for the following *insurance purposes*:

- carry out the activity that is envisaged by the Policy or to provide the SERVICES and COVERS; carry out the insurance activity or *for example* propose and manage the Policy, collect premiums, reinsure, carry out control and statistical activities: your common Data which could also be related to your position (geolocation), are processed for contractual fulfilment; to process, where necessary, Your Health Data, you will need to provide your consent; in some PERFORMANCE and COVER management processes, *automated decision-making processes*<sup>2</sup> are used.
- carry out insurance activities, prevent and detect fraud, take legal action and notify the Authorities of possible crimes, recover debts, carry out intra-group communications, protect the security of company assets (e.g. buildings and IT tools), develop IT solutions, processes and products: your Data, including those relating to the state of health for which you have given consent or relating to crimes and criminal convictions, they are processed for the legitimate interest of the company and third parties;
- carry out the activities required by law, such as the storage of Policy and claim documents; respond to requests from authorities, such as the Carabinieri, the Institute for the Supervision of Insurance (IVASS): your Data, including those relating to your state of health or relating to crimes and criminal convictions, are processed in accordance with the law or regulations.

If you do not provide your Personal Data and/or do not consent to their use, Europ Assistance Italia will not be able to carry out the activity for *insurance purposes* and therefore will not be able to provide SERVICES and COVERS.

#### How Europ Assistance uses your Personal Data and to whom you disclose it

Europ Assistance Italia, through its employees, collaborators and also external subjects/companies<sup>3</sup>, uses the Personal Data it has obtained from you or from other people (such as, for example, from the policyholder, from your relative or from the doctor who treated you, from a travel companion or from a supplier) both on paper and with the computer or app.

For *insurance purposes*, Europ Assistance Italia may communicate your Personal Data, if necessary, to private and public entities operating in the insurance sector that are involved in the management of existing relationships with you or to other subjects who carry out tasks of a technical, organizational or operational nature<sup>4</sup>

Europ Assistance Italia, depending on the activity it has to carry out, may use your Personal Data in Italy and abroad and also communicate them to subjects based in countries that are located outside the European Union and that may not cover an adequate level of protection according to the European Commission. In these cases, the transfer of your Personal Data to parties outside the European Union will take place with the

<sup>1</sup> The European Regulation on the Processing of Personal Data EU 2016/679 (hereinafter the Privacy Regulation) and the primary and secondary Italian legislation

<sup>2</sup> Automated decision-making is a management process that does not involve the intervention of an operator: this process has shorter management times. If you want to request the intervention of an operator in relation to the Services, you can call the Operations Centre, in relation to the Covers, you can write to the Claims Settlement at the contacts on the [www.europassistance.it](http://www.europassistance.it) website and on the Policy.

<sup>3</sup> These subjects, pursuant to the Privacy Regulation, are designated as Data Processors and/or persons authorised to process data, or operate as independent Data Controllers or Joint Data Controllers, and carry out tasks of a technical, organisational and operational nature. These include *for example*: agents, sub-agents and other agency collaborators, manufacturers, insurance brokers, banks, SIMs and other acquisition channels; insurers, co-insurers and reinsurers, pension funds, actuaries, lawyers and medical trustees, technical consultants, roadside assistance, experts, garages, motor vehicle dismantling centres, health facilities, claims settlement companies and other contracted service providers; companies of the Generali Group and other companies that carry out contract and performance management services, IT, telematics, financial, administrative, archiving, correspondence management, auditing and certification of financial statements, as well as companies specialising in market research and surveys on the quality of services.

<sup>4</sup> To the Policyholder, other branches of Europ Assistance, Generali Group Companies and other parties such as insurance intermediaries (agents, brokers, subagents, banks); co-insurance or reinsurance companies; lawyers, doctors, consultants and other professionals; suppliers such as body shops, rescuers, demolition workers, healthcare facilities, companies that manage claims, other companies that provide IT and telematics services, financial, administrative, archiving, mailing, profiling and that detect the degree of customer satisfaction. The information on the processing of data of private and public entities operating in the insurance sector and of other subjects who carry out technical, organisational and operational tasks acting as Data Controllers are located at the same premises (e.g. at suppliers) and/or on [www.europassistance.it](http://www.europassistance.it)

## PRIVACY POLICY

appropriate and adequate safeguards according to applicable law. You have the right to obtain information regarding the transfer of your Personal Data outside the European Union by contacting the Ufficio Protezione Dati.

Europ Assistance will not make your Personal Data accessible to the public.

### How long Europ Assistance UK keeps your Personal Data

Europ Assistance Italia retains your Personal Data for as long as necessary to manage the purposes indicated above in accordance with the provisions of the law or, if missing, according to the times set out below.

- Personal Data contained in insurance contracts, insurance treaties and co-insurance contracts, claims and litigation files, are kept for 10 years from the last registration in accordance with the provisions of the Civil Code or for a further 5 years in accordance with the provisions of insurance regulations.
- Common Personal Data collected on any occasion (e.g. stipulation of a Policy, request for a quote) accompanied by consent/refusal of consent for commercial promotions and profiling are kept without expiration, as well as evidence of the related changes made by you over time to consent/refusal. Your right to object at any time to such processing and to request the deletion of your data remains unaffected where there are no contractual or regulatory conditions that provide for the necessary storage.
- Personal Data collected as a result of the exercise of the rights of the data subjects are kept for 10 years from the last registration in accordance with the provisions of the Civil Code
- The Personal Data of individuals who have defrauded or attempted to defraud are kept even beyond the 10-year period.

In general, for anything not expressly specified, the ten-year retention period provided for by Article 2220 of the Civil Code or another specific term provided for by the legislation in force applies.

### What are your rights to protect your Personal Data

In relation to the processing of your Personal Data, you have the following rights: access, rectification, erasure, limitation, portability, revocation, opposition that you can assert in the manner set out in the following paragraph "How can you assert your rights to protect your personal data". You have the right to lodge a complaint with the Italian Data Protection Authority and you can find more information on the [www.garanteprivacy.it](http://www.garanteprivacy.it) website.

### How can you enforce your rights to protect your personal data

- To find out what personal data Europ Assistance Italia uses about you (right of access);
- to request to rectify (update, modify) or, if possible, delete, limit and exercise the right of portability on your Personal Data processed at Europ Assistance Italia;
- to object to the processing of your Personal Data based on the legitimate interest of the controller or a third party unless the controller or third party demonstrates that such legitimate interests prevail over yours or such processing is necessary for the establishment, exercise or defence of legal claims; to object to the processing of your Personal Data for direct marketing purposes
- if the processing carried out by the Data Controller is based on your consent, to revoke the consent given, it being understood that the revocation of the consent previously given does not deprive the processing carried out before the revocation of the lawfulness.

At any time you can write to:

Ufficio Protezione Dati - Europ Assistance Italia S.p.A. – Via del Mulino, 4 – 20057 Assago (MI),  
also by email: [UfficioProtezioneDati@europassistance.it](mailto:UfficioProtezioneDati@europassistance.it)

### Changes and updates to the Notice

Also in consideration of future changes that may occur on the applicable privacy legislation, Europ Assistance Italia may supplement and/or update, in whole or in part, this Policy. It is understood that any modification, integration or update will be communicated in accordance with current legislation also by publication on the [website www.europassistance.it](http://www.europassistance.it) where you can also find more information on the personal data protection policies adopted by Europ Assistance Italia.

## ANNEX A - GLOSSARY

### ANNEX A – GLOSSARY

**Insured:** person whose interest is protected by the Insurance who has purchased a travel package/service for Groups from the Tour Operator **IDEE PER VIAGGIARE S.r.l.** (to whom we address in the Conditions of Insurance by being on a first-name basis).

**Acts of Terrorism/Terrorism:** Terrorism is considered to be any act of violence or threat of violence directed at an indeterminate group of persons and perpetrated for political, religious, ethnic, ideological and similar reasons. The act of violence or the threat of violence is such as to spread panic, terror, insecurity in the population or in part of it and to exert influence on a government or state institutions to force those in power to make decisions to make or tolerate solutions that they would not have accepted under normal conditions. Internal unrest is not considered terrorism. As such, violence against people or property committed on the occasion of gatherings, riots or riots as well as damage due to looting in direct relation to internal disorders are valid.

**Breakdown:** This is damage to luggage during navigation or flight.

**Luggage :** clothing, sporting goods and personal hygiene items, photographic equipment, radio-television equipment and electronic equipment and the suitcase, bag, backpack that can contain them and that the insured takes with him or her on his or her trip.

**Travel companion:** the person who travels with you and is insured under this policy.

**Conditions of Insurance:** clauses of the Policy that contain: General Conditions of Insurance for the Insured, the description of the Covers, the excluded risks and limitations of the Covers, and the obligations of the Insured and Europ Assistance.

**General Conditions of Insurance for the Policyholder:** Clauses of the Policy that govern, among other things, the payment of the premium, the duration of the policy and the obligations of the Policyholder and Europ Assistance.

**Contractor:** **IDEE PER VIAGGIARE S.r.l.** Via dei Magazzini Generali, n. 18/20 – 00154 Rome – VAT number 04761781006. which has signed the Policy with Europ Assistance in favour of its customers.

**Indirect consequence:** any situation not attributable to a positive Covid-19 outcome that affects you and/or your family members/travel companions.

**Day hospital:** daytime hospitalization, with a bed without overnight stay, for medical services that are:

- referred to therapies (with the exclusion of investigations for diagnostic purposes, including preventive ones);
- documented by medical records;
- practiced in hospital, clinical institution or nursing home

**Domicile:** the place of residence, even temporary, of the insured.

**Europ Assistance:** the insurance company, i.e. Europ Assistance Italia S.p.A. with registered office in Via del Mulino no. 4 - 20057 Assago (MI) – Company authorised to carry out insurance, by decree of the Ministry of Industry, Commerce and Handicrafts no. 19569 of 2 June 1993 (Official Gazette no. 152 of 1 July 1993) – Registered in section I of the Register of Insurance and Reinsurance Companies under no. 1.00108 – Company belonging to the Group Generali, registered in the Register of Insurance Groups – Single-member company subject to the management and coordination of Assicurazioni Generali S.p.A.

**Catastrophic event:** an accident involving several persons/entities at the same time and insured for the same risks. For acts of terrorism, the event must have occurred within 168 hours. For epidemics/pandemics, a single event is considered one that involves several people in different territories/continents.

**Family member(s):** spouse/cohabitant more uxorio, parents, brothers, sisters, children, in-laws, sons-in-law, daughters-in-law, grandparents, uncles and nephews up to the 3rd degree of kinship, brothers-in-law.

**Deductible:** this is the amount that remains at your expense at the time of settlement of the claim.

**Cover:** insurance that is different from assistance insurance and for which, in the event of a claim, Europ Assistance pays compensation.

**Breakdown:** the damage suffered by the vehicle due to wear, defect, breakage, failure of its parts to make it impossible for you to use it under normal conditions.

**Indemnity/Compensation:** the amount that Europ Assistance pays you in the event of an accident.

**Accident:** the event due to fortuitous, violent and external causes that causes objectively ascertainable physical injuries that can result in death, permanent disability or a temporary inability to carry out your normal daily activities.

**Health Care Institution:** the public hospital, clinic or nursing home, whether affiliated with the National Health Service or private, duly authorized to provide hospital care. Thermal establishments, convalescent and holiday homes, clinics with dietetic and aesthetic purposes are not considered health care institutions.

**Illness:** any alteration in the state of health not dependent on an accident.

**Sudden illness:**

- for the **Assistance Cover and the Medical Expenses Cover:** an acute onset illness of which the Insured was not aware and which in any case is not a manifestation, albeit sudden, of a pathology known to the Insured and which arose before the start of the trip.

**Maximum/Sum Insured:** the maximum amount paid by Europ Assistance in the event of a claim.

**Policy:** the insurance contract between Europ Assistance and the Policyholder, stipulated in favour of the Policyholder's customers and concerning the Covers described in the Conditions of Insurance. The Policy consists of the General Conditions of Insurance for the Policyholder and the Conditions of Insurance.

**Service:** assistance provided in kind, i.e. the help that must be provided to the Insured Party, in times of need, by Europ Assistance through the Operations Centre.

**Residence:** the place where you live as shown in the registry certificate.

**Hospitalization:** the stay in a Health Care Institute for at least one night.

**Risk:** the probability of the claim occurring.

**Claim:** the occurrence of the harmful event for which the insurance benefit/cover is recognized.

**Overdraft:** the part of the amount of the damage, which is declared as a percentage and which remains compulsorily borne by you with a minimum expressed in absolute value.

**Medical/pharmaceutical/hospital expenses:** these include surgical costs (surgeon's, assistant's, assistant's fees, anesthesiologist's fees, operating room fees and intervention materials) and health expenses (hospitalization fees, specialist medical consultations, medicines, tests

## ANNEX A - GLOSSARY

and diagnostic tests). The inpatient fees indicate the cost of the day of hospitalization in a health care institution. The cost also includes medical/nursing assistance.

**Operations Centre:** the structure of Europ Assistance Italia S.p.A. - Via del Mulino n. 4 – 20057 Assago (MI), consisting of managers, staff (doctors, technicians, operators), equipment and facilities (centralised and not) operating 24 hours a day, every day of the year, which provides telephone contact with the Insured Party, the organisation and provision of the assistance services provided for in the Conditions of Insurance.

**United States Person:** means:

- U.S. citizens and permanent residents, regardless of where they are located,
  - all persons and companies within the United States of America,
  - all companies incorporated in the United States of America and their subsidiaries wherever they are located;
- who must act in full compliance with the financial sanctions of the United States of America.

It should be noted that foreign subsidiaries owned or controlled by U.S. companies and foreigners in possession of U.S.-origin assets must also comply with U.S. sanctions in some cases.

**Vehicle:** pursuant to articles 47 et seq. of the New Highway Code, a vehicle for own use is defined as a vehicle with a total weight of up to 3.5 tons with an Italian license plate

and in particular:

- car
- trailers (trailer appendix; caravans) towed by cars;
- motorhomes and campers that require a B license for driving;
- motorcycle.

**Carrier:** plane, tourist bus, train, ship.

**Travel:** the travel and/or stay for tourist, study and business purposes of the Insured Party organized by the Policyholder; the trip/rental begins after check-in (if by flight), entry into the hotel/apartment (if only stay), boarding (if by ship or ferry), sitting in the carriage (if by train).