

General Terms and Conditions of UBS Travel Insurance Plus

Pursuant to group policy no. 553048 agreed with UBS AG (UBS), Allianz Risk Transfer (Allianz) agrees to provide insurance cover subject to the General Terms and Conditions applicable to the insurance components hereinafter set forth. Oberhänkli & Partner AG (Insurance Brokers) is charged with acting as the point of contact for policyholders.

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I General provisions governing all insurance components

1 Insured persons

- 1.1 The insurance shall cover the following persons:
- The main cardholder (hereinafter referred to as the "Insured" or the "Insured Person") of a UBS credit card that has not been cancelled;
 - The spouse of the Insured Person living in the same household. If the Insured Person is not married, the insurance shall cover the Insured Person's cohabiting partner;
 - Children under the age of 25 living in the same household.
- 1.2 Persons defined under clause 1.1 above, who are permanently resident in Switzerland or Liechtenstein, shall be covered for all insurance components.

2 Territorial scope

Cover shall apply worldwide unless otherwise stipulated in the "Special terms and conditions applying to individual insurance components" (see section II)

3 Commencement and duration of the contract/right to cancel

- 3.1 The insurance cover shall continue in effect for one year following the commencement date, as specified in the letter of confirmation from UBS.
- 3.2 The Insured Person shall be entitled to cancel the insurance policy by registered post within 7 days of receiving the letter of confirmation from UBS (see clause I 15.1). In the event of cancellation all insurance cover shall cease automatically with retroactive effect and UBS shall recredit any insurance premiums (see clause I 5) already charged to the credit card account of the person cancelling the contract.
- 3.3 If neither the insurance contract nor the credit card agreement with UBS has been terminated (see clause I 6), the insurance contract shall be renewed automatically for a further 12 months.
- 3.4 Insurance cover shall continue in the event that the credit card is lost, blocked or renewed.

4 Acceptance of General Terms and Conditions

If the Insured Person fails to exercise his or her right to cancel the agreement (see clause I 3.2) within the prescribed period, he or she shall be deemed to have read, understood and accepted the "General Terms and Conditions of UBS Travel Insurance Plus" governing the insurance contract.

5 Debit authorization

By submitting the insurance application to UBS (see clause I 15.1), or upon automatic renewal of the policy (see clause I 3.3), **the main cardholder expressly and irrevocably authorizes UBS to debit the annual insurance premium payable directly from his or her credit card account.** The foregoing debit authorization shall also apply in the event that the credit card is blocked, whether by UBS or the main cardholder.

6 Expiry of insurance cover/termination

- 6.1 The Insured Person shall be entitled to terminate the insurance contract by giving 3 months' notice in writing to the end of the term. The Insured Person is required to give notice to UBS (see clause I 15.1). Insurance cover shall cease automatically at the end of the notice period.
- 6.2 Insurance cover shall also cease upon termination of the UBS credit card agreement (whether terminated by UBS or the Insured Person) or on expiry of the UBS credit card, even if the 12 month policy term has not yet elapsed. In such event, the Insured Person shall **not be entitled to any pro rata reimbursement of the insurance premium.**

7 Basic conditions of coverage

The insurance covers private travel only. The Insured Person's entitlement to claim under the insurance policy upon the occurrence of an insured event shall be conditional upon the production of the following **cumulative evidence at the time of the claim** in addition to performance of the additional obligations set out in clause I 8 and any further obligations specified in the "Special terms and conditions applying to individual insurance components" (see section II):

- Evidence of the occurrence of loss or damage (claim forms may be obtained from Oberhänkli & Partner AG; see clause I 15.2);
 - Evidence that at least 50% of the trip or insured item was paid for by the Insured Person using a valid UBS main or second credit card, or any related partner card (credit card receipt or monthly credit card account statement);
 - Evidence that a credit card agreement is currently in force between the Insured Person and UBS (credit card number);
 - Evidence that an insurance contract is currently in force between the Insured Person and Allianz (by submitting the letter of confirmation from UBS and evidence of payment of the insurance premium (monthly credit card account statement);
 - Evidence that the trip was made in a private capacity if requested.
- The documents required must be sent to Oberhänkli & Partner AG (see clause I 15.2).

8 Obligations in the event of a claim

- 8.1 The Insured Person is obliged to comply fully with any contractual or statutory reporting, disclosure or procedural obligations incumbent upon him or her (including reporting the insured event immediately to the contact address set out in clause I 15.2).
- 8.2 The Insured Person is obliged to take all reasonable steps to minimize the loss or damage and cooperate with any investigation in connection therewith.
- 8.3 If the loss or damage has been caused by sickness or injury, the Insured Person shall ensure that any attending physicians are released from their duty of confidentiality in relation to Allianz.
- 8.4 If the Insured Person is also able to pursue any third party claim in respect of insurance benefits paid out by Allianz, the Insured Person shall be obliged to safeguard and assign such claims to Allianz.

9 Failure to discharge obligations

If the Insured Person fails to discharge his or her obligations in the event of a claim, Allianz may decline to pay out any benefits or reduce the benefits payable.

10 Excluded events

- 10.1 The Insured Person shall not be entitled to claim insurance benefits in respect of an event that had already occurred, or any event that was foreseeable by the Insured Person, on execution of this agreement or when making the travel booking.
- 10.2 The insurance shall not cover any event caused by the Insured Person, for example through:
- Abuse of alcohol, drugs or medicines;
 - Active involvement in strikes or riots;
 - Participation in races or training involving motor vehicles or boats;
 - Participation in any hazardous activity involving deliberate exposure to danger;
 - Any deliberate or negligent act or omission;
 - The commission of, or attempt to commit, any crime or misdemeanour.

- 10.3 The insurance shall not cover any activity incidental to an insured event e.g. the cost of replacing insured items or expenses incurred for police purposes, unless otherwise stipulated in the "Special terms and conditions applying to individual insurance components" (see section II).
- 10.4 Loss or damage caused by an event of war or terrorism, riots or disturbances of any type, including measures or precautions taken against such disturbances, epidemics and natural disasters.
- 10.5 No benefits shall be payable where the trip has been taken for the purpose of receiving medical treatment.
- 10.6 The insurance shall not cover the effect of any order issued by an official authority e.g. confiscation of property, detention, or exit bans.

11 Definitions

11.1 Trip/travel

A "trip" or "travel" means any journey lasting no more than 91 days, which must include at least one night's stay away from the Insured Person's normal place of residence as well as an outward and return journey.

11.2 Serious illness/serious accident

A "serious illness" or "serious accident" means an illness or accident necessitating admission to hospital (minimum of one night's stay), or where a physician concurrently prescribes at least two drugs available on prescription only, or certifies that the Insured Person is unfit for work for at least six working days.

11.3 Close relatives

Close relatives include:

- Family members (spouse, parents, children, parents-in-law and grandparents);
- Cohabiting partner and the parents and children of such partner.

11.4 Public transport

"Public transport" means any form of transport operating according to a regular timetable, which may only be used subject to purchase of a ticket. Taxis and hire cars do not fall within the definition of public transport.

11.5 Valuables

"Valuables" mean cash, credit cards, securities, savings books, precious metals (stocks, bars or merchandise), coins, medals, loose precious stones and pearls.

12 Multiple insurance

In the event of double or multiple insurance, Allianz shall pay its benefits as subsidiary benefits. The right of recourse shall be assigned to Allianz to the extent of any indemnification paid. If the benefits of another insurance company are also subsidiary benefits, the companies involved shall be liable for a share of any costs in proportion to the sum they have insured. Aggregate expenses shall only be refunded once.

13 Limitation period

Claims shall become time-barred two years after the occurrence of the insured event.

14 Precedence of terms and conditions

- 14.1 The "Special terms and conditions applying to individual insurance components" (see section II) shall have precedence over the "General Terms and Conditions for all Insurance Components" (see section I).
- 14.2 In the event of any discrepancies between the French, Italian, English and German versions of the General Terms and Conditions, the German version shall always prevail in case of doubt.

15 Contact addresses

- 15.1 Insurance application forms must be submitted to UBS, Flughafenstrasse 35, P.O. Box, 8152 Glattbrugg.
- 15.2 Insured Persons are required to address any other matters pertaining to the insurance contract (further information, queries, claims etc.) to the Customer Services department at Oberhänkli & Partner AG Insurance Brokers (tel. +41-44-723 44 86/fax +41-44-723 44 87). In the event of a medical emergency while you are travelling, call +41-44-723 44 88 (24 hours a day). The address for correspondence is: Oberhänkli & Partner AG, Insurance Brokers, P.O. Box 179, 8800 Thalwil.

16 Data processing and disclosure/third party services

Insured Persons agree that UBS and Allianz may engage the services of third parties to discharge their duties. Insured Persons agree that UBS Card Center AG or Oberhänkli & Partner AG, as the agent responsible for processing insurance applications and compiling claims dossiers from its data, shall obtain such information as is necessary to enable it to exercise due care and diligence in discharging the duties assigned to it in connection with this insurance policy. In particular, the main cardholder agrees that Oberhänkli & Partner AG and Allianz shall be entitled to verify with UBS Card Center AG whether a credit card agreement is in effect between the main cardholder and UBS at the time of any claim and whether the main cardholder has paid the insurance premiums. The main

cardholder authorizes UBS Card Center AG to disclose any information to Oberhänkli & Partner AG or Allianz that may be required for such purpose. Furthermore, Insured Persons agree that any data compiled by Oberhänkli & Partner AG in the claims dossier may subsequently be passed on to Allianz for claims assessment purposes. Insured Persons release the aforementioned parties from their obligation to maintain bank/client confidentiality and/or not to disclose trade secrets for such purpose.

17 Place of jurisdiction and applicable law

- 17.1 Legal action against Allianz may be brought before a court in the location of the company's registered office or at the Insured Person's place of residence in Switzerland. If the Insured Person's place of residence is outside Switzerland, the location of the company's registered office shall be deemed to be the place of jurisdiction.
- 17.2 These terms and conditions shall also be governed by the provisions of the Swiss Federal Law on Insurance Contracts (Bundesgesetz über den Versicherungsvertrag "VVG").

18 Additional provisions

- 18.1 UBS has entered into a group insurance contract with Allianz for its UBS credit card clients, which is underwritten by Allianz. Accordingly, nothing in this insurance policy may be construed as imposing any legal obligations on UBS, including upon the occurrence of an insured event.
- 18.2 In the event of a dispute between the Insured Person and Allianz, the Insured Person shall not be released from his or her obligation to settle any debts due and owing under the credit card agreement.
- 18.3 Allianz reserves the right to make alterations or variations to these "General Terms and Conditions of UBS Travel Insurance Plus" at any time (including adjustments to the insurance premium). Any alterations or variations shall be notified by appropriate means and shall be deemed to have been accepted unless the insurance contract is terminated in writing before such alteration or variation takes effect.

II Special terms and conditions applying to individual insurance components

A Cancellation

1 Insurance benefits/insured expenses

- 1.1 For new insurance policies, the policy must take effect (commencement date specified in the letter of confirmation from UBS) before the commencement of any cancellation periods that are subject to cancellation charges, as specified by the tour operator.
- 1.2 Payment shall be limited to the sum of CHF 5,000 for individuals and CHF 15,000 for families on a per event and per annum basis. A general excess of CHF 200 shall apply per event.
- 1.3 By way of exception, the insurance shall cover cancellation costs of up to CHF 1,200 on a per event and per annum basis, subject to an excess of CHF 200, in the event that any privately let holiday apartment or home has been booked and it can be demonstrated that it was not possible to pay for such booking with a credit card.

1.4 Cancellation costs

If, due to the occurrence of an insured event (see clause II A 2), the Insured Person is unable to comply with the terms of his agreement with the

- tour operator
- letting agent

and cancels the trip, Allianz shall pay any cancellation costs due under the agreement up to the insured amount stipulated (see clause II A 1.2). An excess of CHF 200 shall be deducted per booking.

1.5 Delay in starting the trip

If, due to the occurrence of an insured event (see clause II A 2), the Insured Person is only able to commence the trip or holiday let subject to a delay, Allianz shall pay:

- any additional travel expenses incurred in connection with the delayed departure and
- the costs of that part of the trip that has not been taken as a proportion of the agreed price (excluding transport costs) in lieu of cancellation costs (up to the level of the costs incurred in the event of cancellation). The date of departure shall be deemed to be included in the part of the arranged trip taken by the Insured Person.

- 1.6 Expenses incurred in respect of one-off contract fees, disproportionate or recurrent handling charges, airport taxes, visa or inoculation costs and insurance premiums shall not be reimbursed.

2 Insured events

2.1 Illness, accident, death, pregnancy

Provided that the event concerned occurred after the date of booking, the serious illness, serious accident (see clause I 11.2) or death of

- 1 – the Insured Person;
 - a close relative of the Insured Person who has booked the same trip (see clause II A 2.1.2);
 - a close relative of the Insured Person or any travelling companion of the Insured Person who is not included on the trip (see clause II A 2.1.2);
 - any person deputizing for the Insured Person at the Insured Person's place of work and the presence of the Insured Person is absolutely essential.

2 If the person whose complaint caused the cancellation is neither a relation, spouse or cohabiting partner of the Insured Person, entitlement to benefit shall only arise if the Insured Person would be obliged to embark on the trip alone.

3 If the illness is chronic or recurring, but not such that the completion of the trip is placed in question at the time of booking, insurance cover shall only apply if it is necessary to cancel the trip due to an unexpected acute aggravation of the complaint as certified by a physician, or due to unexpected relapse or death.

4 The pregnancy of the Insured Person or a close relative who has booked the same trip (see clause I 11.3), provided that the Insured Person or close relative became pregnant subsequent to the date of booking, as a result of which it is impracticable or unreasonable to embark on the trip.

2.2 Damage to property at the Insured Person's place of residence

Serious damage to the property of the Insured Person at his or her place of residence caused by theft, fire or water damage or damage by natural hazards, as a result of which it is imperative for the Insured Person to return home.

2.3 Transport delays or breakdowns/cancellation on the outward journey

Delay or cancellation on Swiss territory of any form of public transport or taxi used to travel to the point of departure, as specified in the travel arrangements, rendering it impossible to start the booked trip.

2.4 Breakdown of the vehicle on the outward journey for "motorail" round trips

Where the vehicle specified on the transportation ticket becomes unroadworthy due to a breakdown or accident on the date of departure on the direct route to the loading station.

3 Excluded events

3.1 Poor recovery

Any illness, or the effects of an accident, operation or surgical treatment pre-existing at the time of booking, which have not cleared up or healed before the date of travel. The effects of any operation or surgical treatment which have not healed by the date of travel, where such operation or treatment was planned at the time of booking, but was only carried out subsequently.

3.2 Cancellation by the tour operator

Situations in which it is impracticable for the travel agency, letting agent or tour operator etc. to perform its contractual obligations either in whole or in part, and as a result the travel agency, letting agent or tour operator etc. cancels the trip, or would be obliged to cancel the trip due to specific circumstances. Such impossibility of performance shall include situations in which the Swiss Federal Department of Foreign Affairs or the Swiss Federal Office for Health advises against travelling to the country of destination, or the particular territory concerned.

3.3 Orders issued by public authorities

Any order issued by a public authority or government agency rendering it impossible to take the trip booked as planned.

3.4 Business trips/language-learning holidays and trips taken for professional training purposes

Business trips, language-learning holidays and trips taken for professional training purposes paid for by the employer.

3.5 Mental illness

Any form of mental illness, anxiety attacks, separation anxiety, psychosomatic illness and any associated effects or complications.

4 Obligations in the event of a claim

4.1 In order to make a claim from Allianz, the person entitled to make the claim must cancel the booking with the travel agency, letting agent or tour operator immediately upon the occurrence of the insured event and subsequently immediately notify Oberhansli & Partner AG (see clause I 15.2) of the claim in writing (see also clause I 8).

4.2 In addition to the documents referred to in clause I 7 above, the following documents must be submitted to Oberhansli & Partner AG (see clause I 15.2) (depending on the insured event):

- Booking confirmation;
- Statement of cancellation costs;
- Original copies of bills in respect of additional travel costs;
- Certificate evidencing the diagnosis from an independent physician;
- Prescription for any medically prescribed drugs;

- Death certificate;
- Original copies of transport tickets (flight tickets, train tickets), passes, receipts etc.;
- Letter of confirmation from an employer.

B Flight delays

1 Insurance benefits/insured expenses

In the event that a connecting flight is missed due to a delay of six hours or more caused exclusively through the negligence or fault of the first airline, Allianz shall pay up to a maximum of CHF 300 per event and a maximum of CHF 600 per annum for any additional costs incurred in continuing the journey (hotel costs, cost of rebooking, telephone charges).

2 Excluded events

Any delays for which the Insured Person is responsible.

3 Obligations in the event of a claim

3.1 In order to make a claim from Allianz, the person entitled to make the claim must cancel the booking with the travel agency, letting agent or tour operator immediately upon the occurrence of the insured event and subsequently notify Oberhansli & Partner AG (see clause I 15.2) of the claim in writing immediately on returning to Switzerland (see also clause I 8).

3.2 In addition to the documents referred to in clause I 7 above, the following documents must be submitted to Oberhansli & Partner AG (see clause I 15.2) (depending on the insured event):

- Evidence of the delay from the airline;
- Original plane ticket;
- Original copies of receipts for any additional costs incurred.

C Luggage

1 Territorial scope

Insurance coverage shall apply throughout the agreed term of the insurance policy in any part of the world other than the Insured Person's permanent place of residence.

2 Insurance benefits/insured expenses

2.0 The sum insured shall not exceed CHF 4,000 per event and shall be subject to a general excess of CHF 200 per event. The annual cover limit shall amount to CHF 8,000.

2.1 In the event of total loss or damage, the value of the insured item at the time of purchase shall be paid. If the value of such item is lower at the time of the claim, the lower value shall be paid.

2.2 The current value of film, photographic or video equipment, skis, snowboards and bicycles shall be paid. The current value means the replacement value (identical new item) less annual depreciation of 20% commencing one year after the date of purchase (amortization).

2.3 The material value shall be paid in respect of films, data, visual and audio media.

2.4 The cost of repairing any damaged items shall be limited by the current value.

2.5 A maximum of CHF 200 shall be paid for damage to bicycles caused by scratching or abrasion.

2.6 In the event of the theft by robbery of valuables (see clause I 11.5), the indemnity payable shall be limited to CHF 500, or CHF 1,000 in respect of tickets (train tickets, airline tickets etc.).

2.7 In the event of a delay in delivery of six hours or more by a public transport service (see clause I 11.4), the indemnity payable in respect of any purchases or hire costs required shall be limited to CHF 300 with an annual limit of CHF 600.

2.8 For identity cards, passports, driving licences or keys, costs shall be limited to the cost of replacement.

2.9 No more than CHF 100 shall be payable in respect of souvenirs.

3 Insured items

3.1 The insurance shall cover any luggage belonging to the Insured Person, including any souvenirs acquired on the trip, i.e. any items belonging to the Insured Person, carried with the Insured Person for personal use during travel, or delivered to a carrier for transportation (for exclusions see clause II C 5).

3.2 Musical instruments, sports equipment, bicycles, prams, pushchairs, rubber dinghies and collapsible boats shall only be covered during transportation with a public transport service (see clause I 11.4).

4 Insured events

- 4.1 Theft.
- 4.2 Robbery (theft involving the threat or use of violence against the Insured Person).
- 4.3 Damage and destruction.
- 4.4 Loss and damage during transportation by a public transport service (see clause I 11.4)
- 4.5 Delayed delivery by a public transport company (see clause I 11.4).

5 Excluded items

The insurance shall not cover damage to the following:

- Motor vehicles, ships, surfboards and aircraft and any related equipment;
- Valuables covered under special insurance policies;
- Securities, deeds, business documents, travel tickets and vouchers, cash, credit and customer cards, stamps (for exceptions see clause II C 2.6);
- Computer hardware (desktop computers, laptops, beamers, accessories, handheld devices, etc.), mobile telephones and all types of software;
- Valuables (see clause II C 7) left in vehicles (whether locked or unlocked);
- Any items left on a vehicle, or left overnight (11 p.m. to 6 a.m.) in or on a vehicle in which the Insured Person is not sleeping;
- Precious metals, loose precious stones and pearls, stamps, merchandise, commercial samples, items with artistic or collector's value and trade tools;
- Film, photographic and video equipment, jewellery and furs for any period during which the carrier is liable in respect of such items during transportation by a public transport service;
- Spectacles;
- In addition, the insurance shall not cover any damage caused directly or indirectly by events of war or terrorism, disturbances, looting, orders issued by public authorities and strikes.

6 Excluded events

The insurance shall not cover any loss or damage attributable to:

- A deliberate act or serious negligence;
- Failure on the part of the Insured Person to exercise his or her general duty of care;
- Items that are misplaced, lost or left;
- Items left or deposited in a location accessible to the general public that is not under the direct, personal control of the Insured Person, even for a brief period;
- In the case of valuables (see clause II C 7), any method of safekeeping inappropriate to the value of the item;
- Pearls or precious stones dislodged from their settings;
- Effects of temperature or weather conditions, wear and tear, or the natural condition of the item;
- Confiscation by an official authority, or damage caused to an item of luggage or the contents thereof by an official authority.

7 Procedural obligations on the trip

Valuables such as furs, watches, jewellery comprising or consisting of precious metals, precious stones or pearls, photographic, film, video or audio equipment and all related equipment must, unless worn or used by the Insured Person, be kept in a locked area that is not accessible to the general public and kept under separate lock and key (suitcase, cupboard or safe) within such area. The method of safekeeping in all cases must be appropriate to the value of the item.

8 Obligations in the event of a claim

- 8.1 The Insured Person must arrange for the cause, circumstances and extent of the event to be confirmed in detail immediately
 - 1 in the event of theft or robbery, by the police station closest to the scene of the crime;
 - 2 in the event of damage, by the carrier, liable third party, or travel agency or hotel management;
 - 3 in the event of loss or delayed delivery, by the public transport service responsible.
- 8.2 If the loss or damage caused in transit by the public transport service (see clause II C 4.4) is only detected after delivery at the Insured Person's home, the circumstances of the case must be notified to the carrier responsible in writing within 2 days and confirmed by the carrier.
- 8.3 The value of the claim must be evidenced by original receipts. If this is not possible, Allianz shall be entitled to reduce the benefits payable or refuse to pay out such benefits.
- 8.4 Oberhänkli & Partner AG (see clause I 15.2) must be informed of the insured event in writing without delay (see also clause I 8) and the claim substantiated. In addition to the documents referred to in clause I 7 above, the following documents must be submitted to Oberhänkli & Partner AG (see clause I 15.2) (depending on the insured event):
 - Police report;
 - Statement regarding the circumstances of the case;
 - Receipts and statements of confirmation.
- 8.5 Damaged items shall be held at the disposal of Allianz until final settlement of the claim and at the request of Allianz must be sent for evaluation at the Insured Person's expense.

D Purchase protection

1 Duration of cover

Cover shall commence as soon as the item is delivered upon purchase and shall continue for a period of 24 hours, including transportation to the final destination and installation.

2 Insurance benefits/insured expenses

- 2.1 Cover shall be limited to CHF 1,000 per insured event.
- 2.2 No more than CHF 5,000 shall be payable during any 12 month period.
- 2.3 In the case of items that have been destroyed or stolen through theft or robbery, Allianz may elect either to replace the item in kind or reimburse the purchase price paid.
- 2.4 In the case of damaged items, Allianz may elect either to have the item repaired or reimburse the costs of any repair that may be required, provided that such costs do not exceed the purchase price.
- 2.5 In the case of items that form part of a pair or set, if the undamaged items cannot be used separately or the deficient items cannot be replaced, cover shall be limited to the purchase price.
- 2.6 Any indemnity payable in respect of items which were only partially paid for by means of the credit card shall be limited to such part payment.

3 Insured items

The insurance shall cover all movable property reserved for personal use and purchased by the Insured Person using a valid credit card issued in the name of the Insured Person, irrespective of whether or not the Insured was travelling or on a trip.

4 Insured events

- 4.1 Destruction of or damage to the insured items.
- 4.2 Damage during transportation to the final destination.

5 Excluded items

- 5.1 Cash, cheques, traveller's cheques, all other securities, passes or other forms of authorization.
- 5.2 Animals and plants.
- 5.3 Consumer goods and perishables with limited shelf life e.g. food-stuffs, tobacco, alcohol, cosmetics etc.
- 5.4 Items of jewellery, watches, precious metals and precious stones unless worn or used in accordance with these terms and conditions or carried with the cardholder in his or her personal safekeeping.
- 5.5 Second-hand goods ("second-hand goods" do not include works of art).
- 5.6 Items purchased through fraudulent or unauthorized credit card use.

6 Excluded events

- 6.1 Normal wear and tear or consumption.
- 6.2 Manufacturing defects, defective materials, natural deterioration, or the natural condition of the item.
- 6.3 Operating errors.

7 Exclusion of warranties

The insurance shall not cover any loss or damage for which a third party is contractually liable as the manufacturer or retailer or under the terms of any order for repair of an item.

8 Obligations in the event of a claim

- 8.1 Claims must be reported immediately by telephone or in writing to Oberhänkli & Partner AG (see clause I 15.2).
- 8.2 In addition to the documents referred to in clause I 7 above, the following documents must be submitted to Oberhänkli & Partner AG (see clause I 15.2) (depending on the insured event):
 - Original purchase receipt showing the purchase price and date of purchase;
 - The accompanying credit card receipt or a copy of the monthly credit card account statement;
 - Any third party claims (including insurers) due to the same loss or damage;
 - Any other information relevant to determining the level of indemnity.
- 8.3 Any loss or damage caused by fire, explosion, burglary or vandalism must be reported to the police station responsible within 48 hours of detection. Police reports must be submitted upon request.
- 8.4 Damaged items shall be held at the disposal of Allianz until final settlement of the claim and at the request of Allianz must be sent for evaluation at the Insured Person's expense.

E Costs of treatment abroad

1 Insured persons

The insurance shall cover any of the persons referred to in clause I 1 who have not yet reached their 80th birthday.

2 Territorial scope/duration of cover

- 2.1 Insurance cover shall be effective throughout the term of the insurance contract and apply throughout the world with the exception of Switzerland and Liechtenstein.
- 2.2 The costs of medical and hospital treatment abroad shall be paid up to 90 days beyond the stipulated insurance term, provided that the illness or accident arose during the insurance term.

3 Insurance benefits/insured expenses

Allianz shall provide a maximum of CHF 250,000 in insurance cover, which shall be supplemental to statutory social security (health insurance under the Swiss Federal Law on Health Insurance (Krankenversicherungsgesetz "KVG"), accident insurance under the Swiss Federal Law on Accident Insurance (Unfallversicherungsgesetz "UVG")) per person for any hospital stays or outpatient treatment, which are not fully covered by such compulsory insurance schemes.

In the event of an accident or illness, as defined in clause II E 4, Allianz shall pay out the medical benefits set out below in the country in which the Insured Person is temporarily staying, provided such treatment is necessary and cost-effective and is prescribed by a professional physician or dentist, or person with equivalent licence to practise:

3.1 Sickness and accident benefits

Insurance for the costs of treatment abroad shall cover the costs of outpatient treatment and hospital stays due to illness or accident, which result during leisure travel or while taking a holiday abroad and which are not covered by statutory social security (KVG and UVG) or any supplementary insurance policies (excluding contributions to costs for compulsory health insurance):

- Treatments including drugs;
- Hospital stay;
- Stays at a health spa included on the list of supervised institutions as maintained by Allianz (requests to inspect such list must be submitted in advance to Oberhänkli & Partner AG (see clause I 15.2));
- Treatment by a state-registered chiropractor
- The hire of medical aids;
- The initial purchase of prostheses, spectacles, hearing aids etc. in the event of an accident;
- Repair or replacement of medical aids damaged by an accident for which medical treatment is required;
- Transportation to the nearest and most convenient hospital for treatment;
- Up to CHF 3,000 for dental treatment due to an accident.

3.2 Limit on cover

In the absence of any statutory health insurance (KVG) or accident insurance cover (UVG), Allianz shall only pay 50% of the total costs incurred for hospital and outpatient treatment resulting from illness or accident, provided that such costs can be substantiated by appropriate receipts. In such event, no further benefits shall be payable.

4 Insured events

4.1 Accidents

- 1 An "accident" means any sudden, unintentional injury to the human body caused by some abnormal external factor.
- 2 Sprains, torn muscles or tendons, poisoning, chemical burns caused by unintentionally ingesting or inhaling toxic or caustic substances or liquids, frostbite, heat-stroke, sunstroke and damage to health caused by ultraviolet light (with the exception of sunburn) shall be deemed equivalent to accidents, provided such events are not attributable to disease or degeneration.

4.2 Illness

"Illness" means any impairment of health requiring medical treatment that is not caused by an accident and is beyond the control of the Insured Person.

5 Excluded events/expenses

- 5.1 Accidents and illnesses which existed prior to commencement of the insurance policy, and the effects thereof. Complications, deterioration or relapse, including in particular chronic and recurring conditions, irrespective of whether the Insured Person was already aware of such conditions on the date the insurance commenced.
- 5.2 Consultations and treatment for dental and oral diseases.
- 5.3 Consultations and treatment for states of fatigue and exhaustion as well as nervous or mental illnesses.
- 5.4 Consultations and treatment for cancer including check-ups.
- 5.5 Gynaecological, paediatric or general check-ups.
- 5.6 Prophylactic medicines, sleeping pills, tranquilizers, vitamins, homeopathic remedies, inoculations, first aid kits, amphetamines, hormones and cholesterol-lowering drugs.

- 5.7 Pregnancy, abortion and childbirth and the complications or effects of any form of contraception or abortifacient.
- 5.8 Accidents while driving a motor vehicle for which the Insured does not meet the statutory registration requirements.
- 5.9 Accidents resulting from parachute jumps or while flying any type of aircraft.
- 5.10 Accidents while engaging in any manual trade.
- 5.11 Accidents while on military service abroad.
- 5.12 Massage and wellness treatments and cosmetic operations.

6 Coverage of costs

Allianz shall guarantee to cover the costs of all inpatient hospital stays pursuant to this insurance policy. Such coverage shall be supplemental to statutory social security (KVG, UVG) and any additional insurance policies. The Insured Person shall continue to be liable to the service provider (physician etc.) in respect of all outpatient treatment in the locality. For the approval of costs, dial +41-44-723 44 88 (24 hours a day).

7 Obligations in the event of a claim

- 7.1 Oberhänkli & Partner AG must be informed in writing immediately upon occurrence of the event (see clause I 15.2).
- 7.2 At the request and expense of Allianz, the Insured Person shall be required to undergo a medical examination by the company physician at any time.
- 7.3 In addition to the documents referred to in clause I 7 above, the following documents must be submitted to Oberhänkli & Partner AG (see clause I 15.2) (depending on the insured event):
 - Detailed medical certificate;
 - Original copies of physician's bills, bills for medicines and hospital stays and physician's prescriptions.

F Curtailment of trip

1 Insurance benefits

The sum insured shall be limited to CHF 5,000 for individuals and CHF 15,000 for families. An excess of CHF 200 shall be payable per insured event.

2 Insured events/expenses

2.1 Repatriation benefits

1 Repatriation due to curtailment of a trip by a travelling companion or family member

If any travelling companion, close relative or family member travelling with the Insured Person is repatriated to their place of residence, or is obliged to curtail the trip for any other reason covered by the insurance, with the result that the Insured Person would have to continue the trip alone, Allianz shall arrange and pay for the extra return journey required by the Insured Person on the basis of a telephone call (see clause II F 4.1).

2 Repatriation due to the illness, accident or death of a close relative at home

If any close relative at home is taken seriously ill, is seriously injured (see clause I 11) or dies, Allianz shall arrange and pay for the extra journey required for the Insured Person to return to his or her permanent place of residence (see clause II F 4.1) on the basis of a telephone call.

3 Early return home for other reasons of exigency

In the event of serious damage to the Insured Person's property in his or her place of residence caused by theft, fire or water damage or damage by natural hazards, Allianz shall arrange and pay for the extra return journey required in order to return the Insured Person to his or her place of residence on the basis of a telephone call (see clause II F 4.1).

4 Repatriation due to disturbance, natural disasters, strikes or epidemics

In the event that it becomes impossible for the Insured Person to continue his or her trip, or if there is a specific risk to the life or property of the Insured Person due to any riot or disturbance, natural disaster, strike or epidemic at the travel destination, Allianz shall arrange and pay for the extra return journey required by the Insured Person on the basis of a telephone call (see clause II F 4.1).

5 Repatriation due to breakdown or cancellation of transport

In the event of the breakdown or cancellation of any form of public transport (see clause I 11.4) booked or used for the trip, so that the continuation of the trip cannot be guaranteed in accordance with the schedule, Allianz shall arrange and pay for the extra return journey or the subsequent continuation of the trip required by the Insured Person on the basis of a telephone call (see clause II F 4.1). Cancellation shall not be deemed to include delays or detours made by any form of public transport booked or used. No claim may be made in respect of breakdowns or accidents in private vehicles used for the trip, irrespective of

whether the Insured Person drives the vehicle in person or travels as a passenger.

2.2 Reimbursement of travel costs

1 Reimbursement of expenses for any part of the trip not taken

If the Insured Person is obliged to curtail the trip due to an insured event, Allianz shall reimburse the costs for that part of the trip that has not been taken as a proportion of the agreed price. The costs of any pre-booked journey home shall not be reimbursed. No payment shall be made if the Insured Person is entitled to make a repeat trip on the basis of any additional insurance policy.

2 Unforeseen expenses in respect of additional return journeys, travel interruptions or delayed return journeys

Allianz shall pay up to CHF 500 per person to cover any additional unforeseen costs incurred in connection with an insured event.

3 Excluded events

3.1 Absence of authorization from the Allianz Emergency Centre

The absence of any prior authorization from the Allianz Emergency Centre in respect of the repatriation benefits set out in clauses II F 2.1.1 – II F 2.1.5.

3.2 Curtailment by the tour operator

Situations in which it is impracticable for the travel agency, letting agent or tour operator etc. to perform its contractual obligations, or where the travel agency, letting agent or tour operator etc. curtails the trip, would be obliged to curtail the trip due to specific circumstances, or is obliged pay the costs of repatriation pursuant to statutory provisions. Such impossibility of performance shall include situations in which the Swiss Federal Department of Foreign Affairs or the Swiss Federal Office for Health advises against travelling to the country of destination, or the particular territory concerned.

4 Obligations in the event of a claim

4.1 Claims must be reported immediately upon occurrence of the event to Oberhäsli & Partner AG (see clause I 15.2).

Telephone +41-44-723 44 86

Fax +41-44-723 44 87

In the event of a medical emergency while you are travelling, call +41-44-723 44 88 (24 hours a day).

4.2 In addition to the documents referred to in clause I 7 above, the following documents must be submitted to Oberhäsli & Partner AG (see clause I 15.2) (depending on the insured event):

- Booking confirmation;
- Medical certificate evidencing diagnosis, if available;
- Official attestations, if available;
- Original copies of receipts/bills showing any insured additional costs;
- Original copies of receipts for any unforeseen expenses or additional costs incurred;
- Original copies of airline or other tickets;
- Police reports.