



Nedbank Card Travel Insurance Policy

Your policy at a glance

Your Nedbank Card travel insurance benefits at a glance 3

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Your Nedbank Card travel insurance benefits at a glance

Automatic Cover

As a Nedbank credit and cheque cardholder you qualify for up to 30 days automatic travel insurance for both local and international journeys when you purchase your travel ticket(s) with your Nedbank credit and cheque card. (This excludes Dezign and Keyona products.) Automatic travel insurance is available for travellers between the age of 3 months and 74 years.

Automatic travel insurance does not include cover for any pre-existing medical conditions and may not include certain hazardous activities. You have a choice of three optional top up plans to supplement the automatic cover available to you. Please refer to the optional top up schedules of benefits on pages 9 to 14 in the policy wording for detailed information on the benefits and benefit limits offered.

Optional Top Up Cover

As automatic travel insurance does not include cover for pre-existing medical conditions and hazardous activities, you have the option to purchase additional cover from a range of three top up plans. The optional top up cover will supplement your automatic cover by providing a wider range of benefits and caters for trips up to a maximum of 180 days. The optional top up cover is available for travellers between the age of 3 months and 74 years.

The standard optional top up plans do not include cover for any pre-existing medical conditions. You have a choice of three optional pre-existing medical condition top up plans to supplement your cover.

The standard optional top up plans may not include certain hazardous activities. Please refer to the hazardous activities listed on pages 30 to 32 in the policy wording to ensure that you have cover for your planned activities. Should your activity not appear on our list, please contact the Zurich Customer Care Centre on 0860 885 501 to ensure that you have the appropriate cover in place.

Cover for Pre-Existing Medical Conditions

The automatic and standard optional top up cover excludes any claims which arise from any pre-existing medical condition that you are aware of. A pre-existing medical condition includes any doctor's consultation or medical advice, treatment, including prescription medication, you received from a medical practitioner for any chronic or recurring illness or injury during the year before the insurance under this policy started.

There are three optional pre-existing medical condition top up plans which includes cover for pre-existing medical conditions. Please refer to the pre-existing medical condition schedule of benefits on page 14 of the policy wording to select the appropriate level of cover. The optional pre-existing medical condition top up cover is available for travellers between the age of 3 months and 74 years.

Seniors Cover

The automatic insurance provides cover for travellers who are up to 74 years of age. However, if you use your Nedbank credit and cheque card to purchase your travel ticket(s), and you are aged between 75 and 84 years (inclusive) you qualify for the Nedbank credit and cheque card seniors plan. Please refer to the senior schedule of benefits on pages 15 to 17 for detailed information on the benefits and benefit limits offered.

Schedules of benefits

Section A

Nedbank Automatic Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 to 30 days		Nedbank Classic Card		Nedbank Business Cheque Card	
		Local	International	Local	International
1. EMERGENCY MEDICAL AND RELATED EXPENSES					
1.1	Emergency medical expenses including terrorism	R25,000	R150,000	R25,000	R150,000
	Excess – in patient	R2,000	R2,000	R2,000	R2,000
	Excess – out patient	R1,000	R1,000	R1,000	R1,000
1.3	Medical evacuation, transport to medical centres, return to South Africa	Actual expense (part of emergency medical and related expenses)	Actual expense (part of emergency medical and related expenses)	Actual expense (part of emergency medical and related expenses)	Actual expense (part of emergency medical and related expenses)
2. PERSONAL ACCIDENT					
2.1	Death and <i>permanent total disability</i> – excluding air travel (including terrorism)	R50,000	R50,000	R50,000	R50,000
2.2	Death and <i>permanent total disability</i> – insurance for air travel only (including terrorism)	R250,000	R450,000	R250,000	R450,000
3. ZURICH TRAVEL ASSIST SERVICES					
3.1	Assistance services				
	Cash transfer advice	Assistance only	Assistance only	Assistance only	Assistance only
	Consular and embassy referral	Assistance only	Assistance only	Assistance only	Assistance only
	Emergency travel and accommodation arrangements	Assistance only	Assistance only	Assistance only	Assistance only
	Sending urgent messages	Assistance only	Assistance only	Assistance only	Assistance only
	Evacuation assistance	Assistance only	Assistance only	Assistance only	Assistance only
	Replacement of lost travel documents	Assistance only	Assistance only	Assistance only	Assistance only
	24 hour medical emergency telephone line	Assistance only	Assistance only	Assistance only	Assistance only
3.2	Visit by family member	Actual expense up to a maximum of R300,000	Actual expense up to a maximum of R300,000	Actual expense up to a maximum of R300,000	Actual expense up to a maximum of R300,000
3.3	Return of stranded children	Included (part of emergency medical and related expenses)	Included (part of emergency medical and related expenses)	Included (part of emergency medical and related expenses)	Included (part of emergency medical and related expenses)

Nedbank Automatic Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 to 30 days		Nedbank Classic Card		Nedbank Business Cheque Card	
		Local	International	Local	International
3.4	Return of stranded travel companion	Included (part of emergency medical and related expenses)	Included (part of emergency medical and related expenses)	Included (part of emergency medical and related expenses)	Included (part of emergency medical and related expenses)
3.6	Legal assistance when you are abroad	Not applicable	Assistance only	Not applicable	Assistance only
3.7	Return of mortal remains	Actual expense (part of emergency medical and related expenses)	Actual expense (part of emergency medical and related expenses)	Actual expense (part of emergency medical and related expenses)	Actual expense (part of emergency medical and related expenses)
	Coffin expenses	R10,000	R10,000	R10,000	R10,000
TOTAL LIMIT OF ALL CLAIMS		R250,000	R450,000	R250,000	R450,000

Nedbank Automatic Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 to 30 days		Nedbank Gold Card	
		Local	International
1. EMERGENCY MEDICAL AND RELATED EXPENSES			
1.1	Emergency medical expenses including terrorism	R70,000	R1,000,000
	Excess – in patient	R2,000	R2,000
	Excess – out patient	R1,000	R1,000
1.3	Medical evacuation, transport to medical centres, return to South Africa	Actual expense (part of emergency medical and related expenses)	Actual expense (part of emergency medical and related expenses)
2. PERSONAL ACCIDENT			
2.1	Death and <i>permanent total disability</i> – excluding air travel (including terrorism)	R100,000	R100,000
2.2	Death and <i>permanent total disability</i> – insurance for air travel only (including terrorism)	R500,000	R500,000
3. ZURICH TRAVEL ASSIST SERVICES			
3.1	Assistance services		
	Cash transfer advice	Assistance only	Assistance only
	Consular and embassy referral	Assistance only	Assistance only
	Emergency travel and accommodation arrangements	Assistance only	Assistance only
	Sending urgent messages	Assistance only	Assistance only
	Evacuation assistance	Assistance only	Assistance only
	Replacement of lost travel documents	Assistance only	Assistance only
	24 hour medical emergency telephone line	Assistance only	Assistance only
3.2	Visit by family member	Actual expense up to a maximum of R300,000	Actual expense up to a maximum of R300,000

Nedbank Automatic Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 to 30 days		Nedbank Gold Card	
		Local	International
3.3	Return of stranded children	Included (part of emergency medical and related expenses)	Included (part of emergency medical and related expenses)
3.4	Return of stranded travel companion	Included (part of emergency medical and related expenses)	Included (part of emergency medical and related expenses)
3.6	Legal assistance when you are abroad	Not applicable	Assistance only
3.7	Return of mortal remains	Actual expense (part of emergency medical and related expenses)	Actual expense (part of emergency medical and related expenses)
	Coffin expenses	R10,000	R10,000
TOTAL LIMIT OF ALL CLAIMS		R500,000	R1,000,000

Nedbank Automatic Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 to 30 days		Nedbank Business; Corporate; Procurement; Small Business Credit; Rewards Revolve and Cash Revolve Card	
		Local	International
1.	EMERGENCY MEDICAL AND RELATED EXPENSES		
1.1	Emergency medical expenses including terrorism	R70,000	R1,000,000
	Excess – in patient	R2,000	R2,000
	Excess – out patient	R1,000	R1,000
1.3	Medical evacuation, transport to medical centres, return to South Africa	Actual expense (part of emergency medical and related expenses)	Actual expense (part of emergency medical and related expenses)
2.	PERSONAL ACCIDENT		
2.1	Death and <i>permanent total disability</i> – excluding air travel (including terrorism)	R100,000	R100,000
2.2	Death and <i>permanent total disability</i> – insurance for air travel only (including terrorism)	R500,000	R500,000
3.	ZURICH TRAVEL ASSIST SERVICES		
3.1	Assistance services		
	Cash transfer advice	Assistance only	Assistance only
	Consular and embassy referral	Assistance only	Assistance only
	Emergency travel and accommodation arrangements	Assistance only	Assistance only
	Sending urgent messages	Assistance only	Assistance only
	Evacuation assistance	Assistance only	Assistance only
	Replacement of lost travel documents	Assistance only	Assistance only
	24 hour medical emergency telephone line	Assistance only	Assistance only
3.2	Visit by family member	Actual expense up to a maximum of R300,000	Actual expense up to a maximum of R300,000

Nedbank Automatic Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 to 30 days		Nedbank Business; Corporate; Procurement; Small Business Credit; Rewards Revolve and Cash Revolve Card	
		Local	International
3.3	Return of stranded children	Included (part of emergency medical and related expenses)	Included (part of emergency medical and related expenses)
3.4	Return of stranded travel companion	Included (part of emergency medical and related expenses)	Included (part of emergency medical and related expenses)
3.6	Legal assistance when you are abroad	Not applicable	Assistance only
3.7	Return of mortal remains	Actual expense (part of emergency medical and related expenses)	Actual expense (part of emergency medical and related expenses)
	Coffin expenses	R10,000	R10,000
TOTAL LIMIT OF ALL CLAIMS		R500,000	R1,000,000

Nedbank Automatic Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 to 30 days		Nedbank Platinum Card	
		Local	International
1. EMERGENCY MEDICAL AND RELATED EXPENSES			
1.1	Emergency medical expenses including terrorism	R70,000	R3,000,000
	Excess – in patient	R2,000	R2,000
	Excess – out patient	R1,000	R1,000
1.3	Medical evacuation, transport to medical centres, return to South Africa	Actual expense (part of emergency medical and related expenses)	Actual expense (part of emergency medical and related expenses)
2. PERSONAL ACCIDENT			
2.1	Death and <i>permanent total disability</i> – excluding air travel (including terrorism)	R500,000	R500,000
2.2	Death and <i>permanent total disability</i> – insurance for air travel only (including terrorism)	R500,000	R500,000
3. ZURICH TRAVEL ASSIST SERVICES			
3.1	Assistance services		
	Cash transfer advice	Assistance only	Assistance only
	Consular and embassy referral	Assistance only	Assistance only
	Emergency travel and accommodation arrangements	Assistance only	Assistance only
	Sending urgent messages	Assistance only	Assistance only
	Evacuation assistance	Assistance only	Assistance only
	Replacement of lost travel documents	Assistance only	Assistance only
	24 hour medical emergency telephone line	Assistance only	Assistance only
3.2	Visit by family member	Actual expense up to a maximum of R300,000	Actual expense up to a maximum of R500,000

Nedbank Automatic Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 to 30 days		Nedbank Platinum Card	
		Local	International
3.3	Return of stranded children	Included (part of emergency medical and related expenses)	Included (part of emergency medical and related expenses)
3.4	Return of stranded travel companion	Included (part of emergency medical and related expenses)	Included (part of emergency medical and related expenses)
3.6	Legal assistance when you are abroad	Not applicable	Assistance only
3.7	Return of mortal remains	Actual expense (part of emergency medical and related expenses)	Actual expense (part of emergency medical and related expenses)
	Coffin expenses	R10,000	R10,000
9.	HIJACK		
9.1	<i>Hijack of public transport carrier</i>	R7,500	R7,500
TOTAL LIMIT OF ALL CLAIMS		R500,000	R3,000,000

Nedbank Automatic Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 to 30 days		Nedbank Private Wealth Card	
		Local	International
1.	EMERGENCY MEDICAL AND RELATED EXPENSES		
1.1	Emergency medical expenses including terrorism	R70,000	R3,000,000
	<i>Excess – in patient</i>	R2,000	R2,000
	<i>Excess – out patient</i>	R1,000	R1,000
1.3	Medical evacuation, transport to medical centres, return to South Africa	Actual expense (part of emergency medical and related expenses)	Actual expense (part of emergency medical and related expenses)
2.	PERSONAL ACCIDENT		
2.1	Death and <i>permanent total disability</i> – excluding air travel (including terrorism)	R500,000	R500,000
2.2	Death and <i>permanent total disability</i> – insurance for air travel only (including terrorism)	R500,000	R500,000
3.	ZURICH TRAVEL ASSIST SERVICES		
3.1	Assistance services		
	Cash transfer advice	Assistance only	Assistance only
	Consular and embassy referral	Assistance only	Assistance only
	Emergency travel and accommodation arrangements	Assistance only	Assistance only
	Sending urgent messages	Assistance only	Assistance only
	Evacuation assistance	Assistance only	Assistance only
	Replacement of lost travel documents	Assistance only	Assistance only
	24 hour medical emergency telephone line	Assistance only	Assistance only
3.2	Visit by family member	Actual expense up to a maximum of R300,000	Actual expense up to a maximum of R500,000

Nedbank Automatic Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 to 30 days		Nedbank Private Wealth Card	
		Local	International
3.3	Return of stranded children	Included (part of emergency medical and related expenses)	Included (part of emergency medical and related expenses)
3.4	Return of stranded travel companion	Included (part of emergency medical and related expenses)	Included (part of emergency medical and related expenses)
3.6	Legal assistance when you are abroad	Not applicable	Assistance only
3.7	Return of mortal remains	Actual expense (part of emergency medical and related expenses)	Actual expense (part of emergency medical and related expenses)
	Coffin expenses	R10,000	R10,000
9.	HIJACK		
9.1	<i>Hijack of public transport carrier</i>	R7,500	R7,500
TOTAL LIMIT OF ALL CLAIMS		R500,000	R3,000,000

Nedbank Top Up Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 to 180 days		Option 1		Option 2		Option 3	
		Local	International	Local	International	Local	International
1.	EMERGENCY MEDICAL AND RELATED EXPENSES						
1.1	Emergency medical expenses including terrorism	Not applicable	R5,000,000	Not applicable	R10,000,000	Not applicable	R15,000,000
	<i>Excess – in patient</i>	Not applicable	<i>Excess waived</i>	Not applicable	<i>Excess waived</i>	Not applicable	<i>Excess waived</i>
	<i>Excess – out patient</i>	Not applicable	R1,000	Not applicable	R1,000	Not applicable	R1,000
1.3	Medical evacuation, transport to medical centres, return to South Africa	Not applicable	Actual expense (part of emergency medical and related expenses)	Not applicable	Actual expense (part of emergency medical and related expenses)	Not applicable	Actual expense (part of emergency medical and related expenses)
1.4	Optical expenses – <i>illness and injury</i>	Not applicable	Included (part of emergency medical and related expenses)	Not applicable	Included (part of emergency medical and related expenses)	Not applicable	Included (part of emergency medical and related expenses)

Nedbank Top Up Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 to 180 days		Option 1		Option 2		Option 3	
		Local	International	Local	International	Local	International
1.5	Dental expenses – <i>illness and injury</i>	Not applicable	Included (part of emergency medical and related expenses)	Not applicable	Included (part of emergency medical and related expenses)	Not applicable	Included (part of emergency medical and related expenses)
1.6	<i>Hospital cash</i> (R500 a day for a maximum of 30 days)	Not applicable	Not applicable	Not applicable	R10,000	Not applicable	R15,000
1.7	<i>Follow up treatment in South Africa</i> including malaria (R1,000 excess if you do not have a medical aid)	Not applicable	Not applicable	Not applicable	R10,000	Not applicable	R20,000
1.8	Refund of emergency telephone charges	Not applicable	Not applicable	Not applicable	R1,600	Not applicable	R2,400
2.	PERSONAL ACCIDENT						
2.1	Death and <i>permanent total disability</i> – excluding air travel (including terrorism)	R300,000	R300,000	R500,000	R500,000	R500,000	R500,000
2.2	Death and <i>permanent total disability</i> – insurance for air travel only (including terrorism)	R500,000	R500,000	R500,000	R500,000	R500,000	R500,000
2.3	Education fund supplement	Not applicable	Not applicable	Not applicable	R10,000	Not applicable	R15,000
3.	ZURICH TRAVEL ASSIST SERVICES						
3.2	Visit by family member (this benefit is not in addition to the benefit provided under automatic benefits)	Not applicable	Actual expense up to a maximum of R300,000	Not applicable	Actual expense up to a maximum of R300,000	Not applicable	Actual expense up to a maximum of R300,000
3.3	Return of stranded children	Not applicable	Included (part of emergency medical and related expenses)	Not applicable	Included (part of emergency medical and related expenses)	Not applicable	Included (part of emergency medical and related expenses)

Nedbank Top Up Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 to 180 days		Option 1		Option 2		Option 3	
		Local	International	Local	International	Local	International
3.4	Return of stranded travel companion	Not applicable	Included (part of emergency medical and related expenses)	Not applicable	Included (part of emergency medical and related expenses)	Not applicable	Included (part of emergency medical and related expenses)
3.5	Substitute <i>business</i> colleague expenses	Not applicable	Not applicable	Not applicable	R25,000	Not applicable	R35,000
3.6	Legal assistance when you are abroad	Not applicable	R5,000	Not applicable	R5,000	Not applicable	R10,000
4.	THE INSURED JOURNEY IS CANCELLED OR CUT SHORT						
4.1	Cancelling an <i>insured journey</i>	R10,000	R10,000	R15,000	R30,000	R20,000	R40,000
4.2	Postponing an <i>insured journey</i>	Not applicable	Not applicable	Not applicable	R4,000	Not applicable	R7,500
4.3	Cutting an <i>insured journey</i> short	R10,000	R10,000	R15,000	R30,000	R20,000	R40,000
4.4	Ticket change fee	Not applicable	Not applicable	Not applicable	R5,000	Not applicable	R10,000
4.5	Car rental	Not applicable	Not applicable	R1,500	Not applicable	R3,000	Not applicable
	Excess	R500	R500	R500	R500	R500	R500
5.	REJECTION OF YOUR VISA APPLICATION						
5.1	Rejection of your visa application	Not applicable	Not applicable	Not applicable	R8,000	Not applicable	R20,000
5.2	Delay of your visa application	Not applicable	Not applicable	Not applicable	R2,000	Not applicable	R4,000
6.	BAGGAGE, MONEY, BANK CARDS, TRAVELLERS' CHEQUES, TRAVEL DOCUMENTS AND BAGGAGE DELAY						
6.1	Theft or damage of <i>baggage</i>	R5,000	R7,500	R10,000	R20,000	R10,000	R30,000
	<i>Baggage</i> single item limit – theft or damage	R2,000	R2,000	R2,500	R5,000	R2,500	R7,500
	Accidental loss of <i>baggage</i>	Not applicable	R2,000	Not applicable	R5,000	Not applicable	R7,500
	<i>Baggage</i> single item limit – accidental loss	Not applicable	R500	Not applicable	R1,250	Not applicable	R1,875
	Contact lenses, prescription glasses or sunglasses (over and above excess)	Not applicable	R750	Not applicable	R1,000	Not applicable	R1,500

Nedbank Top Up Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 to 180 days		Option 1		Option 2		Option 3	
		Local	International	Local	International	Local	International
	Computers and similar electronic equipment (over and above excess)	Not applicable	R1,500	Not applicable	R2,500	Not applicable	R5,000
	Cell phones (over and above excess)	Not applicable	R750	Not applicable	R1,000	Not applicable	R1,500
	<i>Business property</i>	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	R5,000
	<i>Business property – single item limit</i>	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	R1,250
	<i>Excess</i>	R500	R500	R500	R500	R500	R500
6.2	Theft of money, cheques and travellers' cheques, <i>bank cards</i> , postal or money orders	R2,000	R2,500	R2,000	R7,500	R2,000	R10,000
	Money, cheques and travellers' cheques, <i>bank cards</i> , postal or money orders – single item limit	R500	R625	R500	R1,875	R500	R2,500
	Theft of passport and travel documents	Not applicable	R2,000	Not applicable	R10,000	Not applicable	R10,000
6.3	<i>Bank card fraud</i>	Not applicable	Not applicable	Not applicable	R7,500	Not applicable	R10,000
6.4	<i>Baggage delay</i> (delayed for more than 6 hours)	R2,000	R2,500	R2,000	R2,500	R2,000	R3,500
7.	TRAVEL DELAY, MISSED CONNECTION AND MISSED EVENT						
7.1	Travel delay (delayed for more than 4 hours)	R2,000	R2,500	R2,000	R3,000	R2,000	R5,000
7.2	Cost of alternative travel due to travel delay	Not applicable	Not applicable	Not applicable	R20,000	Not applicable	R25,000
7.3	Missed connection (more than 6 hours)	Not applicable	Not applicable	Not applicable	R15,000	Not applicable	R20,000
7.4	Missed entertainment or sporting event	Not applicable	Not applicable	Not applicable	R2,500	Not applicable	R5,000
8.	LEGAL RESPONSIBILITY TO THIRD PARTIES						
8.1	Legal responsibility to third parties	R2,000,000	R2,000,000	R2,000,000	R2,000,000	R2,000,000	R2,000,000

Nedbank Top Up Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 to 180 days		Option 1		Option 2		Option 3	
		Local	International	Local	International	Local	International
9.	HIJACK, KIDNAP AND WRONGFUL DETENTION						
9.1	Hijack of public transport carrier	R7,500	R7,500	R7,500	R7,500	R7,500	R20,000
9.2	Kidnap and wrongful detention	Not applicable	Not applicable	Not applicable	R250,000	Not applicable	R500,000
10.	NATURAL DISASTER						
10.1	Alternative accommodation	Not applicable	R5,000	Not applicable	R5,000	Not applicable	R10,000
10.2	<i>Natural disaster</i> evacuation expenses	Not applicable	R5,000	Not applicable	R5,000	Not applicable	R10,000
11.	IDENTITY FRAUD						
11.1	Legal expenses	Not applicable	R1,000	Not applicable	R2,500	Not applicable	R5,000
	Lost income	Not applicable	R1,000	Not applicable	R2,500	Not applicable	R5,000
	Legal obligations	Not applicable	R1,000	Not applicable	R2,500	Not applicable	R5,000
	Other expenses	Not applicable	R1,000	Not applicable	R2,500	Not applicable	R5,000
12.	INSOLVENCY OF YOUR TRAVEL SUPPLIERS						
12.1	Insolvency of your travel suppliers	Not applicable	Not applicable	Not applicable	R25,000	Not applicable	R25,000
	<i>Excess</i>	Not applicable	Not applicable	Not applicable	R500	Not applicable	R500
13.	TICKET UPGRADE						
13.1	Ticket upgrade (delayed for more than 6 hours)	Not applicable	Not applicable	Not applicable	R4,000	Not applicable	R4,000
14.	CAR RENTAL EXCESS WAIVER						
14.1	Car rental excess waiver	Not applicable	Not applicable	R5,000	Not applicable	R10,000	Not applicable
15.	PET CARE						
15.1	Pet care	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	R5,000
15.2	Extra kennel and cattery fees incurred as a result of an unavoidable travel delay	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	R5,000
16.	WINTER SPORT						
16.1	Winter sports equipment (replacement or repair)	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	R4,000
	Theft or loss of ski pass	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	R4,000
	Hire of winter sports	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	R4,000

Nedbank Top Up Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 to 180 days		Option 1		Option 2		Option 3	
		Local	International	Local	International	Local	International
	equipment	applicable	applicable	applicable	applicable	applicable	
16.2	Ski-trip package	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	R2,800
16.3	Piste closure	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	R2,400
16.4	Avalanche and landslide	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	R1,600
17.	GOLF INSURE						
17.1	Theft, loss or damage of golf equipment	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	R10,000
	Hire of golf equipment (R500 a day for a maximum of 10 days)	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	R5,000
17.2	Golf tour package	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	R5,000
17.3	Hole in one	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	R1,000
TOTAL LIMIT OF ALL CLAIMS		R5,000,000		R10,000,000		R15,000,000	

Nedbank Pre-Existing Medical Top Up Cover Age Limit: 3 months up to and including 74 years Trip Duration: 1 – 180 days		Option 1		Option 2		Option 3	
		Local	International	Local	International	Local	International
1.	EMERGENCY MEDICAL AND RELATED EXPENSES						
1.2	Emergency medical and related expenses for a medical condition that existed before your <i>insured journey</i> (hospital admission must be longer than 48 hours)	Not applicable	R100,000	Not applicable	R250,000	Not applicable	R500,000

Nedbank Senior Cover Age Limit: 75 years up to and including 84 years Trip Duration: 1 to 90 days		Nedbank Senior	
		Local	International
1.	EMERGENCY MEDICAL AND RELATED EXPENSES		
1.1	Emergency medical expenses including terrorism	Not applicable	R5,000,000
	<i>Excess – in patient</i>	Not applicable	<i>Excess waived</i>
	<i>Excess – out patient</i>	Not applicable	R1,000
1.3	Medical evacuation, transport to medical centres, return to South Africa	Not applicable	Actual expense (part of emergency medical and related expenses)
1.4	Optical expenses – <i>illness</i>	Not applicable	R5,000
	Optical expenses – <i>injury</i>	Not applicable	Included (part of emergency medical and related expenses)
1.5	Dental expenses – <i>illness</i>	Not applicable	R5,000
	Dental expenses – <i>injury</i>	Not applicable	Included (part of emergency medical and related expenses)
1.6	<i>Hospital cash</i> (R500 a day for a maximum of 10 days)	Not applicable	R5,000
1.7	<i>Follow up treatment in South Africa</i> including malaria (R1,000 excess if you do not have a medical aid)	Not applicable	R2,500
1.8	Refund of emergency telephone charges	Not applicable	R1,600
3.	ZURICH TRAVEL ASSIST SERVICES		
3.1	Assistance services		
	Cash transfer advice	Assistance only	Assistance only
	Consular and embassy referral	Assistance only	Assistance only
	Emergency travel and accommodation arrangements	Assistance only	Assistance only
	Sending urgent messages	Assistance only	Assistance only
	Evacuation assistance	Assistance only	Assistance only
	Replacement of lost travel documents	Assistance only	Assistance only
	24 hour medical emergency telephone line	Assistance only	Assistance only
3.2	Visit by family member (this benefit is not in addition to the benefit provided under automatic benefits)	Not applicable	Actual expense up to a maximum of R300,000
3.3	Return of stranded children	Not applicable	Included (part of emergency medical and related expenses)
3.4	Return of stranded travel companion	Not applicable	Included (part of emergency medical and related expenses)
3.7	Return of mortal remains	Not applicable	Included (part of emergency medical and related expenses)
	Coffin expenses	Not applicable	R10,000
4.	THE INSURED JOURNEY IS CANCELLED OR CUT SHORT		
4.1	Cancelling an <i>insured journey</i>	R10,000	R10,000
4.2	Postponing an <i>insured journey</i>	Not applicable	R5,000
4.3	Cutting an <i>insured journey</i> short	R10,000	R10,000
4.4	Ticket change fee	Not applicable	R5,000
	<i>Excess</i>	R500	R500

Nedbank Senior Cover Age Limit: 75 years up to and including 84 years Trip Duration: 1 to 90 days		Nedbank Senior	
		Local	International
5.	REJECTION OF YOUR VISA APPLICATION		
5.1	Rejection of your visa application	Not applicable	R8,000
5.2	Delay of your visa application	Not applicable	R2,000
6.	BAGGAGE, MONEY, BANK CARDS, TRAVELLERS' CHEQUES, TRAVEL DOCUMENTS AND BAGGAGE DELAY		
6.1	Theft or damage of <i>baggage</i>	R5,000	R10,000
	<i>Baggage</i> single item limit – theft or damage	R2,000	R2,500
	Accidental loss of <i>baggage</i>	Not applicable	R2,500
	<i>Baggage</i> single item limit – accidental loss	Not applicable	R500
	Contact lenses, prescription glasses or sunglasses (over and above excess)	Not applicable	R1,000
	Computers and similar electronic equipment (over and above excess)	Not applicable	R1,000
	Cell phones (over and above excess)	Not applicable	R1,000
	<i>Excess</i>	R500	R500
6.2	Theft of money, cheques and travellers' cheques, <i>bank cards</i> , postal or money orders	R2,000	R5,000
	Money, cheques and travellers' cheques, <i>bank cards</i> , postal or money orders – single item limit	R500	R1,250
	Theft of passport and travel documents	Not applicable	R2,000
6.4	<i>Baggage</i> delay (delayed for more than 6 hours)	R2,000	R2,500
7.	TRAVEL DELAY, MISSED CONNECTION AND MISSED EVENT		
7.1	Travel delay (delayed for more than 4 hours)	R2,000	R2,500
7.3	Missed connection (more than 6 hours)	Not applicable	R1,000
7.4	Missed entertainment or sporting event	Not applicable	R2,500
8.	LEGAL RESPONSIBILITY TO THIRD PARTIES		
8.1	Legal responsibility to third parties	R2,000,000	R2,000,000
9.	HIJACK, KIDNAP AND WRONGFUL DETENTION		
9.1	Hijack of public transport carrier	R7,500	R7,500
10.	NATURAL DISASTER		
10.1	Alternative accommodation	Not applicable	R5,000
10.2	<i>Natural disaster</i> evacuation expenses	Not applicable	R5,000
11.	IDENTITY FRAUD		
11.1	Legal expenses	Not applicable	R2,500
	Lost income	Not applicable	R2,500
	Legal obligations	Not applicable	R2,500
	Other expenses	Not applicable	R2,500
12.	INSOLVENCY OF YOUR TRAVEL SUPPLIERS		
12.1	Insolvency of your travel suppliers	Not applicable	R25,000
	<i>Excess</i>	Not applicable	R500
13.	TICKET UPGRADE		
13.1	Ticket upgrade (delayed for more than 6 hours)	Not applicable	R2,000
15.	PET CARE		
15.1	Pet care	Not applicable	R5,000
15.2	Extra kennel and cattery fees incurred as a result of an unavoidable travel delay	Not applicable	R5,000

Nedbank Senior Cover Age Limit: 75 years up to and including 84 years Trip Duration: 1 to 90 days		Nedbank Senior	
		Local	International
17.	GOLF INSURE		
17.1	Theft, loss or damage of golf equipment	Not applicable	R10,000
	Hire of golf equipment (R500 a day for a maximum of 10 days)	Not applicable	R5,000
17.2	Golf tour package	Not applicable	R5,000
17.3	Hole in one	Not applicable	R1,000
TOTAL LIMIT OF ALL CLAIMS		R5,000,000	

Mandate benefits

This option has been designed for Nedbank credit and cheque card clients who travel internationally on a regular basis (more than three times a year) and offers comprehensive travel insurance at a preferential premium. We will, with your permission, automatically debit your account for travel insurance every time you use your Nedbank credit and cheque card to buy a return *public transport carrier* ticket. Our customer services call centre will assist with travel insurance documentation such as your travel insurance certificate and Embassy letters should you require it for future trips. You can contact us on 0860 885 501 or email nedbanktravel@zurich.co.za.

Specific conditions

1. The mandate option on top up options 1, 2 and 3 is only available for travellers up to and including 74 years of age.
2. The mandate option on the pre-existing medical condition top up options is only available for travellers up to and including the age of 74 years.
3. Senior mandate cover is available for travellers between the ages of 75 and 84 years.
4. If you have selected the mandate option for top up and the pre-existing medical condition top up options 1, 2 and 3 you must notify us once you reach the age of 75 years. This is to ensure that you travel with the appropriate cover at all times.
5. You must tell us immediately of all medical conditions diagnosed after you have activated the mandate cover.
6. The mandate option is available for *international journeys* only.
7. You can request the top up option for a *local journey* by contacting nedbanktravel@zurich.co.za.
8. A single *public transport carrier* ticket should be purchased per transaction against a Nedbank credit and cheque card as we cannot identify when multiple tickets have been purchased and therefore will only charge a single premium. Please contact us on 0860 885 501 or email nedbanktravel@zurich.co.za to arrange travel insurance for the rest of the travellers.
9. You must notify us of the travel insurance requirements of travellers who are not covered under *mandate cover*. Please contact us on 0860 885 501 or email nedbanktravel@zurich.co.za to arrange *optional top up cover* for the rest of the travellers.
10. You do not qualify for mandate cover when you use your Nedbank Greenbacks to purchase a *public transport carrier* ticket.

Premiums

Optional top up cover excluding cover for pre-existing medical conditions

Travel period	Option 1	Option 2	Option 3	Senior
1 to 30 days	R495	R545	R600	R1,005
31 to 90 days	R675	R735	R805	R1,365
91 to 180 days	R1,435	R1,575	R1,735	No cover
Mandate – 1 to 90 days	R470	R515	R565	R950

Optional top up cover including cover for pre-existing medical conditions

Travel period	Option 1	Option 2	Option 3
1 to 30 days	R1,045	R1,310	R1,765
31 to 90 days	R1,405	R1,755	R2,345
91 to 180 days	R3,620	R4,185	R4,890
Mandate – 1 to 90 days	R985	R1,235	R1,665

B. About the policy

1. The policy is a contract between Zurich Insurance Company South Africa Limited and Nedbank Credit and Cheque Card

- 1.1 This policy is your travel insurance contract with us. We pay all valid claims if you comply with the terms and conditions of this policy. In this policy:
 - 1.1.1 The words 'you' and 'your' refer to the policyholder and the people named as *insured travellers* on the *travel insurance certificate*;
 - 1.1.2 The words 'we', 'us' and 'our' refer to Zurich Insurance Company South Africa Limited, registration number 1965/006764/06;
 - 1.1.3 'Zurich Travel Assist' registration number 131418865 refers to the emergency medical company authorised to help with emergency medical and related claims.
- 1.2 You may not transfer your rights in this policy to anyone else. (This is known in law as cession.)
- 1.3 You may not transfer your obligations under this policy to anyone else. (This is known in law as assignment.)

2. The policy is made up of four documents

- 2.1 **Your travel insurance certificate:** This contains information that is particular to you. It includes the *benefit* plan you chose when you applied for insurance, the type of insurance you bought, the *benefits* and *limits* you are insured for, the premiums you must pay, and the *excesses* that apply. There are age limits that apply to the various *benefit* plans. Please check your *travel insurance certificate* to make sure you are insured for the *benefit* plan that best suits your needs.
- 2.2 **Policy terms and conditions:** These are set out in this document and include your and our rights and duties, the conditions of insurance, how to claim, and the events and items that we do and do not insure.
- 2.3 **Changes to your policy:** These are also called endorsements. Any changes must be in writing and agreed to by us before they form part of your policy.
- 2.4 **Your right to know: Information about your short-term insurance.** This document is attached to the end of your policy. It gives details about us and the people you can contact for claims and disputes.

3. The structure of this policy

This policy is divided into two parts:

1. The first part contains general sections, labelled A to G;
2. The second part contains specific sections, numbered from 1 to 17. You might not have insurance under every section, and exclusions and limits apply to your insurance. Please check your *travel insurance certificate* to see what you are insured for.

4. Important policy condition – contact us before incurring medical costs

For any medical claims over **R5,000** you must get our approval before you incur the costs. If you do not get this approval, your *benefit* might be limited to **R5,000**.

Contact information for approval is: +1 416 596 0002.

5. Benefit plans and age limits

Your *travel insurance certificate* shows the automatic travel insurance *benefits* you qualify for. It will also show the additional benefits you chose if you bought optional top up cover.

The automatic, optional top up and optional pre-existing medical condition *benefits* are available to travellers from the age of 3 months up to and including 74 years of age. Senior *optional top up cover* is available to travellers from the age of 75 years up to and including 84 years of age.

C. Important contact information and telephone numbers

1. For emergency medical and related claims

Our emergency medical services are available 24 hours a day, 7 days a week. It is important that you contact us as soon as possible when you need assistance. Zurich Travel Assist can be contacted at:

Telephone: +1 416 596 0002 (reverse call charges accepted).

Please remember to dial the International Direct Dialing Number of the country that you are in, followed by: 1 416 596 0002.

Email: assistance@wtp.ca

2. Non-medical claims and medical claims for out of hospital treatment

For all non-medical claims (for example, claims for *baggage* or cutting the *insured journey* short) and for medical claims for out of *hospital* treatment, you can contact us after you have returned to South Africa at:

Zurich Travel
PO Box 61489
Marshalltown
2107

Telephone: 0860 885 201

Email: ztravelclaims@zurich.co.za

Our claims department is open Monday to Friday between 08:00 and 16:30 (South African time).

3. For sales and benefit plan enquiries

For sales and *benefit* plan enquiries, please contact:

Zurich Travel
PO Box 61489
Marshalltown
2107

Telephone: 0860 885 501

Email: nedbanktravel@zurich.co.za

Our customer services call centre is open Monday to Thursday between 08:00 and 18:00, Fridays between 08:00 and 17:00 and Saturdays between 08:00 and 13:00 (South African time).

4. If you have any complaints

We do everything we can to make sure that you get a high standard of service. If you have any cause for complaint, please refer to the document on page 65 of your policy called: **Your right to know: Information about your short-term insurance.** It gives you details of who to contact and how to lodge your complaint.

D. Guidelines to interpretation and definitions

1. Guidelines to interpretation

Singular and plural

Words in the singular include the plural. Words in the plural include the singular.

Headings

Headings are aids to reading and understanding and are not terms in themselves.

Examples

Examples are aids to understanding the terms and conditions. They are not terms or conditions in themselves. The terms or conditions do not apply only to the situations and facts given in the examples or to similar situations and facts.

Including

The word 'including' must be interpreted as not limiting the number or type of items that follows the word.

Legal responsibility

A legal responsibility is a duty imposed on someone to do something, whether imposed by law or created by agreement.

Reference to laws

When there is reference to a law or to a section of a law, we mean that law or section of that law as amended, repealed or replaced.

2. Definitions

In your *policy*, the words in the left-hand column of the table below have the meanings given in the right-hand column. These definitions apply to the whole *policy*. There are also extra definitions for each specific section. Words that are defined in the *policy* are in *italics*, except for the words 'you' and 'we'.

<i>Accident</i>	An event that is sudden and unexpected, that is caused by external and visible means at a time and place that can be identified, and that results in <i>injury</i> or death.
<i>Automatic cover</i>	<i>Benefits</i> you automatically receive when you buy your <i>public transport carrier</i> ticket with your valid Nedbank credit and cheque card.
<i>Baggage</i>	Luggage, <i>personal belongings</i> , travel tickets, passports, visas, travellers' cheques and travel documents.
<i>Bank card</i>	A credit, debit, charge or ATM card issued or administered by a registered financial institution.
<i>Benefit</i>	The amount we pay for an event or item we insure.
<i>Benefit limit</i>	The most we pay out for the events and items we insure. This amount is shown on the <i>schedule of benefits</i> on your <i>travel insurance certificate</i> .
<i>Business</i>	Your work, trade, profession, career or occupation.
<i>Business associate</i>	Your <i>business</i> partner, director or employee or consultant.
<i>Child</i>	Any biological, adopted, step or surrogate <i>child</i> or a <i>child</i> who you are the legal guardian of who meets all of the following criteria: <ul style="list-style-type: none"> • Is up to the age of 18 years or up to the age of 25 years if they are full-time students at an accredited educational institution; • Is financially dependent on you for maintenance and support; • Is not in full-time employment; • Is not married; • Is not pregnant or a parent at the time of an <i>insured event</i>.
<i>Country of residence</i>	The country where you are a citizen or a permanent resident.

<i>Date of loss</i>	The date that a claim or loss comes into existence. The <i>date of loss</i> depends on the nature of the <i>insured event</i> : <ul style="list-style-type: none"> • For <i>illness</i>, the date you became aware of your <i>illness</i> or the date your <i>illness</i> was first diagnosed, whichever happens first; • For <i>injury</i>, the date that the <i>accident</i> happened; • For all other claims, the date that the <i>insured event</i> happened.
<i>Excess</i>	The amount you must pay towards your claim. If an excess applies it will be shown on the <i>travel insurance certificate</i> .
<i>Family</i>	Your <i>spouse</i> , parents, parents-in-law, grandparents, step-parents, children, grandchildren, brothers, brothers-in-law, sisters, sisters-in-law, daughters-in-law, sons-in-law, fiancés, half-brothers, half-sisters, aunts, uncles, nieces and nephews.
<i>Hazardous activity</i>	An activity, excursion or hobby that introduces or increases the possibility of death or <i>injury</i> .
<i>Illness</i>	Any unexpected sickness that you contract during the <i>insured journey</i> and that requires a consultation with a <i>medical practitioner</i> .
<i>Immediate family</i>	Your <i>spouse</i> or <i>life partner</i> or children.
<i>Inbound journey</i>	An <i>insured journey</i> to South Africa. Your journey starts in your country of residence outside the borders of South Africa. Your insurance starts and ends when you pass through passport control in your country of residence.
<i>Injury</i>	Bodily <i>injury</i> caused by an <i>accident</i> directly and independently of all other causes.
<i>In-patient</i>	An <i>insured traveller</i> who has been admitted to <i>hospital</i> for <i>medical treatment</i> for <i>injury</i> or <i>illness</i> that in a <i>medical practitioner's</i> opinion requires <i>hospital</i> admission.
<i>Insured event</i>	An event that we insure you for under this policy as set out in your <i>travel insurance certificate</i> .
<i>Insured journey</i>	An international, local or <i>inbound journey</i> which includes your return journey.
<i>International journey</i>	Travel from your home or work (whichever you leave later) to your international destination, and return to your home or work (whichever you arrive at earlier).
<i>Insured traveller</i>	Any person insured under this policy who qualifies for <i>automatic cover</i> or who is named on the <i>travel insurance certificate</i> and who you have paid a premium for.
<i>Local journey</i>	Travel from your home or work (whichever you leave later) in a direct and uninterrupted manner to a destination within South Africa that is more than 100km's away from your home, and return to your home or work (whichever you arrive at earlier).
<i>Medical expenses</i>	All reasonable and expected costs incurred by the <i>insured traveller</i> for <i>injury</i> or <i>illness</i> on an <i>insured journey</i> resulting in <i>medical treatment</i> prescribed or performed by a <i>medical practitioner</i> .
<i>Medical practitioner</i>	A person registered with a current, legal license to practice medicine, optometry or dentistry, but excludes you and any members of your <i>immediate family</i> .
<i>Medical treatment</i>	A <i>medical practitioner's</i> medical advice, treatment, surgery, diagnosis, consultations and prescribed medication.
<i>Optional top up cover</i>	<i>Benefits</i> that can be bought that will supplement the <i>automatic cover</i> benefits.
<i>Other insurance</i>	Any insured event or claim covered, paid or payable for the whole or any part of your <i>insured journey</i> under any other policy you may have such as automatic credit card insurance, medical aid scheme, medical cover, other insurance or statutory insurance.
<i>Period of insurance</i>	The <i>period of insurance</i> for <i>automatic cover</i> will start on the start date of your <i>insured journey</i> . The maximum <i>period of insurance</i> is 30 days. The <i>period of insurance</i> for <i>optional top up cover</i> will start on the start date of the policy shown on the <i>travel insurance certificate</i> to the end date shown on the <i>travel insurance certificate</i> . The maximum <i>period of insurance</i> is 180 days. Both the start date and the end date are included in the <i>period of insurance</i> .

<i>Permanent total disability</i>	A permanent medical condition that is likely to continue for the remainder of your life, as certified by a <i>medical practitioner</i> , and that prevents you from conducting any <i>business</i> .
<i>Personal belongings</i>	Items that are normally worn or carried on you, for example, money, glasses, dentures, purses, wallets and cosmetics, but excluding electronic equipment.
<i>Public transport carrier</i>	Any scheduled or chartered land, water or air conveyance that you are travelling in as a fare-paying passenger and that meets both of the following criteria: <ul style="list-style-type: none"> • It is legally licensed to carry fare-paying passengers; • It operates commercially and complies with the laws and regulations that apply in the country it operates. <i>Public transport carrier</i> excludes minibuses, non-standard motor vehicles and non-pressurised single engine piston aircraft.
<i>Schedule of benefits</i>	The benefits applicable to the cover you qualify for and/or selected. It shows the most we pay out for claims and the excesses that apply to those benefits.
<i>Spouse or life partner</i>	A person who is any of the following: <ul style="list-style-type: none"> • Recognised by South African law as your husband or wife by marriage; • A civil partner by civil union; • Fiancé; • Any person you have lived together with as a couple for more than six consecutive months. This policy insures one <i>spouse or life partner</i> only.
<i>Total limit of all claims</i>	This is the maximum amount that we will pay for <i>automatic cover</i> according to the benefits applicable to the card used to buy your <i>public transport carrier</i> ticket plus the <i>optional top up cover</i> that you have bought (where applicable).
<i>Travel companion</i>	A person who is also insured under a Zurich travel policy who is travelling with you or who has arranged to travel to the same destination on the same date and on the same <i>public transport carrier</i> .
<i>Travel insurance certificate</i>	A document that is part of this <i>policy</i> that sets out your details, details of the <i>insured journey</i> , the premiums, and the <i>schedule of benefits</i> .
<i>Travel supplier</i>	Any one or more of the following licensed operators in South Africa: <ul style="list-style-type: none"> • A scheduled airline, exiting South Africa including all connecting and onward flights forming part of the <i>insured journey</i>. (This excludes chartered airlines); • A cruise line; • A rail or coach operator; • A car rental company; • A hotel booked before you start your <i>insured journey</i>.
<i>War</i>	A conflict carried on by force as between nations or military forces or between parties within a nation whether declared or not.
<i>Warrant</i>	Guarantee facts or conditions that we can rely on as true.

E. General terms and conditions

These general terms and conditions apply to the whole *policy*. There are also extra terms and conditions for each specific section. You must comply with both the general and the specific terms and conditions of your *policy*.

1. Information you must give us

You must give relevant, true and complete information

- 1.1 You must give us relevant, complete and true information about yourself and *insured travellers* when you buy this policy and when you claim.
- 1.2 Relevant information is any information that:
 - 1.2.1 a reasonable person would consider is important to give to an insurance company;
 - 1.2.2 might impact on your *policy* or any claims.

Examples of relevant information are age, health conditions, taking part in *hazardous activities*. These are examples only and not a full list of what relevant information is. If you are in doubt, rather tell us.

- 1.3 The information can be given to us by phone, email, letter, or in person. We have the right to treat all information contained in your *travel insurance certificate* as being true and complete. If you authorise anyone else to contact us, you must make sure that we get information that is relevant, complete and true.

Tell us about any changes to the information you give us

- 1.4 You must tell us immediately that there are changes to any information we have on record for you and *insured travellers*.

Our rights if you do not comply

- 1.5 If you do not give us relevant, complete and true information, or if you do not immediately let us know of any changes, we have the right to do any one or more of the following:
 - 1.5.1 Change certain terms and conditions of your *policy*;
 - 1.5.2 Cancel your *policy* or any section of your *policy* from any date we choose. We have the right to keep your premiums for the insurance you have had until the date of cancellation;
 - 1.5.3 Treat your *policy* as if it had never started. In this case, we will refund your premiums;
 - 1.5.4 Not pay your claim;
 - 1.5.5 Recover any amounts we have paid for previous claims on this *policy* if those claims were based on incomplete or false information that you gave us.

2. You give us your consent to share your information

- 2.1 When you qualify for travel insurance from us, you give us your consent to share information about you. We only do so in line with the Zurich privacy policy which is available on our website www.zurich.co.za. We can also email, fax or post it to you on request. We use your information for the following purposes only:
 - 2.1.1 To manage your *policy*;
 - 2.1.2 To improve our services to you and other customers (through research and analysis of your information);
 - 2.1.3 To protect our interests;
 - 2.1.4 To prevent and detect fraud, money laundering and other crime;
 - 2.1.5 To meet our obligations to any regulatory authority.
- 2.2 By applying for insurance with us and at any time during and after the *period of insurance*, you agree that we have the right to share personal information about you with any legitimate sources. You *warrant* that you have received permission from every *insured traveller* that we may share their personal information.
- 2.3 We undertake to only share your personal information with legitimate sources for the purposes of this insurance contract. Examples of legitimate sources are other insurers, financial institutions, medical institutions and crime bureaus.
- 2.4 We have the right to share your personal information at any time if there is a legal requirement to do so.

3. When insurance starts and ends

For all sections except Section 4.1: The *insured journey* is cancelled

- 3.1 The *period of insurance* for *automatic cover* starts on the day of your *insured journey*. The maximum *period of insurance* is 30 days if you did not buy *optional top up cover*.
- 3.2 The *period of insurance* for *optional top up benefits* starts on the start date shown on your *travel insurance certificate*. The maximum *period of insurance* is 180 days. Your insurance ends on the earliest of the following dates:
 - 3.2.1 The end date stated on the *travel insurance certificate*;
 - 3.2.2 The date you complete your *insured journey*;
 - 3.2.3 The date your policy is cancelled by you or us.

For Section 4.1: The *insured journey* is cancelled

- 3.3 Cover under Section 4.1: *The insured journey* starts one day after you bought your *optional top up cover*. You may claim for cancellation until such time that you board your *public transport carrier* for departure.

Extending your policy (for all sections)

- 3.4 You can ask us to extend this policy by applying for an extension. You must apply for an extension at least 24 hours before the end date of the policy. We can change any terms and conditions, including premiums, *benefit limits* and exclusions of this *policy* at the time of the extension. The policy cannot be extended beyond 180 days.

Cancelling your *policy* (for all sections)

- 3.5 You can cancel this policy only if of the following conditions are met:
 - 3.5.1 If you purchased one of the optional top up plans, you can cancel 14 days before the start date shown on the *travel insurance certificate*;
 - 3.5.2 If you are travelling on the mandate option you can cancel 14 days before the start date of your *insured journey*;
 - 3.5.3 You have not brought a claim under the policy. You can contact Zurich Travel on 0860 885 501 or email nedbanktravel@zurich.co.za to cancel your policy.
- 3.6 We may cancel this policy by written notice at any time before the start date shown on the *travel insurance certificate*. We will refund you with the premium you paid for the policy.

4. Conditions of cover

4.1 Automatic cover

- 4.1.1 *Automatic cover benefits* are subject to you buying your *public transport carrier* ticket with your Nedbank credit and cheque card.
- 4.1.2 Your immediate *family* or *travel companion* travelling with you on the same *insured journey* will share cover. A maximum of 5 children can be covered.
- 4.1.3 You do not qualify for *automatic cover* if you did not use your Nedbank credit and cheque card to pay for your *public transport carrier* ticket. You may however buy the *optional top up benefits* by paying with your Nedbank credit and cheque card.
- 4.1.4 You only qualify for *automatic cover benefits* when you enter South Africa on an *inbound journey*. Cover for *inbound* journeys are subject to you buying your *public transport carrier* ticket with your South African Nedbank credit and cheque card.

4.2 Optional top up cover

- 4.2.1 If you did not buy your *public transport carrier* ticket with your Nedbank credit and cheque card, you can buy the *optional top up cover* by paying with your Nedbank credit and cheque card.
- 4.2.2 *Optional top up cover* has to be bought for each traveller including children travelling with you on the same *insured journey*.
- 4.2.3 The premium for the *optional top up cover* is shown on your *travel insurance certificate*. You are not insured until we receive your premium.
- 4.2.4 We may ask for proof of payment of your premium.

5. Paying claims

- 5.1 We pay only for valid claims. We do not pay you more than the *benefit limits*.
- 5.2 We pay the *benefit* to you except where you claim for emergency medical and related expenses while on an *insured journey*. In this case, we pay the *benefit* to the provider of the *medical expenses*. After we have paid the *benefit* for a valid claim, we have no further legal responsibility to you or to anyone else.
- 5.3 We pay the *benefit* to you except when you claim for legal responsibility to a third party while on an *insured journey*. In this case we pay the *benefit* to the person who claims for legal responsibility to a third party. After we have paid the *benefit*, we have no further legal responsibility to you or anyone else.
- 5.4 We only pay the total limit of all claims for any one *accident* or series of *accidents* caused by one event for each travel party or family.
- 5.5 If we issue two or more travel policies for the same insured journey that apply to the same claim, then the most we pay is the highest *benefit limit* shown in one of the policies. We only pay under one policy.
- 5.6 When your children are travelling with you on the automatic cover on the same insured journey we only pay the total limit of all claims for you and your children. This applies to each *insured traveller* named on the *travel insurance certificate*. Where the Short Term Insurance Act (53 of 1998) places limits for insurance for a *child*, we only pay up to these limits.
- 5.7 For *permanent total disability* of a *child*, the most we pay is 20% of the *benefit limit*.
- 5.8 For death of a *child*, the most we pay is the lower amount of either:
 - 5.8.1 20% of the *benefit limit*; or
 - 5.8.2 The amount allowed by law at the *date of loss*.
- 5.9 You are responsible for any taxes on *benefit* payments.
- 5.10 We do not pay any interest on *benefit limits*.

6. If you have other insurance

This clause does not apply to Personal accident (Section 2).

- 6.1 The policy operates on a “first response basis” for emergency medical and related expenses. This means that in a medical emergency we will assist you but any expenses incurred will be recovered from *other insurance* you might have in place. If any claim under this policy is covered by *other insurance*, this policy will be deemed to be in excess of your *other insurance* and you will have to claim against your *other insurance* first. For example if an airline is responsible for all or some of your claim, you must claim against the airline first. We pay our proportion of the claim where we share legal responsibility with the airline. The amount we pay is the *benefit limit* less the amount the airline is responsible for.
- 6.2 When you claim on this policy, you must tell us about any *other insurance* you may have that insures you for the *insured event*. You must transfer to us all your rights to claim from those insurers. This transfer is known in law as a subrogation. The cession must allow us to do all things necessary to claim against the other insurers, including bringing legal action against them if they do not pay their proportion of the claim.
- 6.3 If we have already paid the claim in full to you, your rights to claim from other insurers are automatically transferred to us. This means we can claim against those insurers in your name. See paragraph 7 below.
- 6.4 You must co-operate fully with us when we exercise our rights to claim against other insurers. This includes:
 - 6.4.1 Not doing anything that negatively affects or limits our rights;
 - 6.4.2 Giving us whatever information and documents we ask you for;
 - 6.4.3 Signing any document that we may give you for us to exercise our rights;
 - 6.4.4 Giving us permission to contact any of the other insurers about the claim and to contact any third parties that you may have a claim against;
 - 6.4.5 We reserve the right to confirm your other short term insurance.

7. Conducting legal and settlement proceedings in your name

We have the right to start or take over and conduct any legal proceedings and settlements in your name. (This is known in law as subrogation.) We have the right to do so before or after we have paid a claim. You must do everything that we reasonably ask for to give effect to this right.

8. Public transport carrier tickets

We have the right to use your *public transport carrier* ticket to limit our expenses.

9. Payments made in South African Rand

9.1 All *benefits* except for emergency medical and related expenses are paid in South Africa and in Rand (ZAR), even if the event happened outside South Africa. The exchange rate that we use is calculated on the date that you incur expenses in a foreign currency.

9.2 You must pay premiums and the excesses in South African Rand (ZAR).

10. The contract is agreed in South Africa

10.1 For an *international journey*, the *insured journey* must begin in South Africa.

10.2 For a *local journey*, the *insured journey* must be within the borders of South Africa.

10.3 For an *inbound journey*, the *insured journey* will only start once you pass through passport control in your country of residence.

10.4 You must be a legal resident in South Africa when you buy the policy except when you buy an *inbound* policy

10.5 The laws of South Africa govern this policy.

10.6 South African courts have the exclusive authority to hear matters arising from this policy. (This authority is known in law as jurisdiction.)

11. Nedbank Greenbacks on public transport carrier tickets

You do not qualify for automatic cover benefits when you use your Nedbank Greenbacks to purchase a public transport carrier ticket. You may however buy the top up benefits using your Nedbank credit or cheque card.

F. Events and items we do not insure

These are general events and items we do not insure you for. They apply to the whole *policy*. Please also check the specific sections (1 – 17) for specific exclusions under those sections.

1. Fraud and dishonesty

We do not pay for claims that are based on fraud or dishonesty. This includes any claims for events that you, or any person colluding with you, bring about deliberately so that you can make a claim. (Colluding means to act together with another person or people to achieve a dishonest or fraudulent outcome.)

2. Breaking the law

We do not pay for claims arising from you deliberately breaking the law in the country you are travelling in.

3. Consequential loss

We do not pay for consequential loss. Consequential loss is loss or damage that is not directly caused by an *insured event*.

4. Normal travel expenses

We do not pay for any expenses that you would normally spend on a journey.

5. Travelling other than as a fare-paying passenger

We do not pay you for claims if you are:

- 5.1 Travelling by air as part of an aircraft crew or travelling in a non-scheduled aircraft;
- 5.2 Travelling as a crew member on a ship;
- 5.3 Travelling illegally.

6. Emigration

We do not accept claims if the intention of the *insured journey* is to emigrate. We do, however, pay for emergency medical and related expenses for the first 31 days after you have arrived in your new country of residence. To receive payment, you must have bought optional top up cover that covers you for 31 days after your arrival in your new country of residence. We only pay for emergency medical and related expenses that your medical aid would have paid if the insured event happened to you in South Africa.

7. Medical and related expenses for treatment in South Africa

We do not pay for the medical and related expenses you incur in South Africa or your country of residence before the start date of the *insured journey*.

We do pay for *follow-up treatment in South Africa*. See Section 1: Emergency medical and related expenses.

8. Medical conditions you had before insurance started

This section does not apply if you have bought the *optional top up cover* that includes cover for *pre-existing medical conditions*.

We do not insure any medical conditions you had before your travel insurance started. (These are called pre-existing medical conditions.) A pre-existing medical condition includes any doctor's consultation or medical advice, treatment, including prescription medication, you received from a medical practitioner for any chronic or recurring illness or injury during the year before the insurance under this policy started.

We do not insure claims arising from or relating to any medical condition where you are travelling for the purpose of or getting *medical treatment* for, even when this is not the only reason for the *insured journey*.

9. Specific medical conditions

We do not pay for claims caused by or resulting from any of the following:

- 9.1 Travelling when you have been advised by a *medical practitioner* not to do so;
- 9.2 Travelling when you are unfit to do so;
- 9.3 Pregnancy and giving birth. However, we do insure unexpected medical complications and emergencies that take place in the first 26 weeks of the pregnancy;
- 9.4 Sexually transmitted diseases;
- 9.5 AIDS and HIV and any related *illness* or conditions, however you contracted them;
- 9.6 Mental disorders including psychiatric disorders, depression, anxiety, stress or phobias. We do, however, still pay your claim if the claim is not related to the mental disorder;
- 9.7 If you are 70 years or older, any cardiac or cardio vascular or vascular or cerebro-vascular *illness* or consequences or complications that can reasonably be related to these conditions;
- 9.8 If you have received medical advice or treatment (including medication) for hypertension in the 12 months before the start of the *insured journey* unless you have bought the optional top up cover that includes cover for *pre-existing medical conditions*.

10. Causing harm to yourself

We do not pay for claims arising from any of the following:

- 10.1 You committing or attempting to commit suicide;
- 10.2 You intentionally inflicting *injury* or harm on yourself;
- 10.3 You exposing yourself deliberately to danger (except in an attempt to save human life).

11. Under the influence of alcohol or drugs

We do not pay for claims arising from any of the following:

- 11.1 If you are under the influence of alcohol with more than the legal limit of alcohol in your blood or breath at the time of the *insured event*. The legal limit that applies is the legal limit of the country in which the *insured event* took place;
- 11.2 If you are under the influence of drugs or narcotics unless these were administered or prescribed by a *medical practitioner* and taken according to the directions of the *medical practitioner*;
- 11.3 Abuse of anything that may influence your judgement or control including alcohol abuse, substance abuse, solvent abuse, or drug abuse.

12. Two-wheeled motor vehicles

We do not pay for claims arising from you using a two-wheeled motor vehicle if at the time of the *insured event* any one or more of these conditions existed:

- 12.1 The person in control of the two-wheeled motor vehicle did not have a valid license for the vehicle;
- 12.2 You were not wearing a crash helmet;
- 12.3 You were taking part in a race or hazardous driving;
- 12.4 You were off-road.

13. Manual labour and professional sport

We do not pay for claims resulting directly or indirectly from the following:

- 13.1 Manual labour: We do not pay for claims resulting directly or indirectly from your employment as a manual labourer. Manual labour includes skilled labourers who use or operate machinery (whether mechanical or non-mechanical).
- 13.2 Professional sports: We do not pay for claims resulting directly or indirectly from you taking part in any sport as a professional sports player. A professional sports player is a person who earns more than 50% of their income from playing sport.

14. Insolvency of travel supplier or airline

Unless you have insurance under Section 12: Insolvency insurance, we do not pay for claims arising from the *insolvency* of the *travel supplier* or any other organisation involved in the *insured journey*.

15. Military, war and similar events

We do not pay for claims caused by or resulting from you being in active service or on duty with or undergoing training with any military or police force, or militia or paramilitary organisation.

We do not pay for claims caused by or resulting from *war*, invasion, act of foreign enemy, hostilities, rebellion, revolution, insurrection or military or usurped power. However, you are insured for 7 days from the start of the hostilities if you did not expect or could not reasonably have known of these events abroad and do not actively take part in them.

16. Nuclear material

We do not pay for claims resulting directly or indirectly from ionising, radiation, radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel where your exposure have reasonably been avoided. Combustion includes any self-sustaining process of nuclear fission.

17. Poisonous, biological or chemical materials

We do not pay for claims resulting directly or indirectly from the release, dispersal or application of pathogenic or poisonous biological or chemical materials where your exposure could have reasonably been avoided.

18. Search and rescue costs

We do not pay for claims for search and rescue costs.

19. Zurich sanctions clause

Notwithstanding any other terms under this agreement, no insurer shall be deemed to provide coverage or will make any payments or provide any service or *benefit* to any insured or other party to the extent that such cover, payment, service, *benefit* and/or *business* or activity of the insured would violate any applicable trade or economic sanctions law or regulation.

20. Taking part in sports, hazardous activities or adventure sports

Table 1 – Sports, hazardous activities or adventure sports we do insure	
Abseiling	Hiking
Archery	Indoor go-karting with engine capacity of 200cc or less
Badminton	Netball
Basketball	Running
Biathlon	Snorkelling
Camel riding	Soccer
Canoeing	Softball
Cricket	Squash
Leisure 4x4 off road excursions	Swimming
Leisure cycling within 50km a day	Table tennis
Dancing	Tennis
Darts	Tenpin bowling
Fencing	Trekking
Fishing from the shore	Volleyball
Golf	Water polo
Handball	

Table 2 – Sports, hazardous activities or adventure sports we do insure but with limited benefits	Table 3 – Sports, hazardous activities or adventure sports we do insure but with limited benefits
Emergency medical and related expenses: Limited to R500,000	Emergency medical and related expenses: Limited to R500,000
Personal accident cover: Included	Personal accident cover: Excluded
Competitive basketball	Black and off piste skiing and snow boarding
Competitive biathlon	BMX extreme
Competitive cricket	Bungee jumping
Competitive fencing	Competitive cycling
Competitive field athletics	Competitive soccer
Competitive handball	Dog sledding
Competitive running	Elephant riding
Competitive softball	Extreme kayaking or white water rafting in white waters
Competitive squash	Extreme off road 4x4 driving
Competitive swimming	Field and ice hockey
Competitive tennis	Go kart racing
Competitive volleyball	Gorge swimming
Competitive water polo	High diving
Fishing at sea or deep water within territorial waters	Horse riding
Gymnastics	Horseback safari
Ice skating	Iron man
Kayaking or rowing or canoeing in open water or deep sea within territorial waters	Martial arts
Leisure cycling for a distance of more than 50km a day	Mountain biking
Mountaineering up Mount Kilimanjaro with an accredited guide	Pentathlon
Power lifting	Polo
Rollerblading	Quad biking
Sailing for leisure within territorial waters	Rugby
Scuba diving as a licensed diver in water less than 50m deep	Running in a marathon
Scuba diving as an unlicensed diver but supervised and in water less than 18m deep	Show jumping
Skateboarding	Speed boats
Snowboarding and/or skiing on blue and red slopes	Surf skiing
Swimming in open waters further than 100m off the shore	Surfing
Windsurfing	Triathlon
	Wake boarding
	Water skiing
	Wrestling

Table 4 – Sports, hazardous activities or adventure sports we do not insure	
Cage diving	Motor vehicle or motor bike or quad bike racing
Cliff diving	Muay thai
Free diving	Paragliding
Freestyle skiing	Parachuting
Hang gliding	Rock climbing
Horse racing	Running with the bulls
Hunting	Sky diving
Ice climbing	Sky surfing
Microlite flying	Street luge

20.1 Table 1 – Sports, hazardous activities or adventure sports we do insure

The sports, hazardous activities or adventure sports listed in table 1 above are automatically included in your insurance. These activities are only covered for leisure purposes.

20.2 Table 2 – Sports, hazardous activities or adventure sports we do insure but with limited benefits

If you bought an optional top up plan and you train for or take part in sports, hazardous activities or adventure sports listed in table 2 above you have insurance under:

Section 1: Emergency medical and related expenses limited to R500,000;
Section 2: Personal accident is included.

20.3 Table 3 – Sports, hazardous activities or adventure sports we do insure but with limited benefits

If you bought an optional top up plan and you train for or take part in sports, hazardous activities or adventure sports listed in table 3 above you have insurance under:

Section 1: Emergency medical and related expenses limited to R500,000;
Section 2: Personal accident is excluded.

20.4 Table 4 – Sports, hazardous activities or adventure sports we do not insure

We do not pay any claims arising from you taking part in any of the activities listed in the table 4 above.

Conditions

1. We do not pay any claims for sprains, strains or physiotherapy that results from you taking part in any sports, hazardous activities or adventure sports.
2. We only pay claims if you are 65 years or younger and follow the safety guidelines for the activity you are taking part in.

If you have any questions or you want to take part in a sport or activity not shown in the tables, please contact us on 0860 855 501 or e-mail nedbanktravel@zurich.co.za before participating.

G. How to claim

Before you claim, check these terms and conditions, the specific exclusions under each section, your *travel insurance certificate*, including the *schedule of benefits*, and any written changes to your policy to find out if you are insured. If you have a valid claim and you follow the proper process for claiming below, we will pay your claim. **The most we pay for any insured event is the benefit limit shown on the schedule of benefits.**

1. Tell us about your claim

- 1.1 You must give us notice in writing:
 - 1.1.1 Within 90 days of an *accident* that might give rise to a claim under Section 2: Personal accident of this policy.
 - 1.1.2 Within 30 days of any other *insured event*.
- 1.2 We only pay a *benefit* for death if we receive a death certificate within 90 days of the *insured event*. We have the right to have a coroner or relevant *medical practitioner* examine the body. (This is known as a post-mortem examination or an autopsy.)

2. Fill in a claim form and give us proof

You can call Zurich Travel on 0860 885 201 to get a claim form faxed, posted or emailed to you. You must, at your own cost, give us all proof that we ask for about the *insured event*. Please see the table on page 34 for the documents we need.

3. Undergo medical examinations

If we ask you to, you must go for medical examinations relating to your *injury* or *illness*. We pay for the medical examinations we ask you to attend. We own any medical report that results from the examination. It will be treated as our confidential information but you may ask for a copy at any time.

After an *accident*, you must visit a *medical practitioner* and undergo any treatment the *medical practitioner* considers necessary. You must undergo the *medical treatment* within a reasonable time. If you do not undergo the suggested treatment within a reasonable time, we have the right to refuse to pay for any treatments.

4. Report crimes to the police

You must report all criminal events to the police in the country where the *insured event* occurred. You must give us a copy of the police report when we ask for it.

5. Do not admit legal responsibility to third parties

- 5.1 After an *insured event*:
 - 5.1.1 Do not tell any third party that you were at fault;
 - 5.1.2 Do not offer to settle or pay a third party's claim against you without our written consent;
 - 5.1.3 Do not make any promises of payment or *indemnity* to anyone else relating to the *insured event*.
- 5.2 If you do any of these, we have the right to reject your claim and any third party's claim. This is because, by doing any of these, you might open yourself up to claims against you. This could include claims or charges being brought against you by a third party or the police. By admitting legal responsibility, you could negatively affect our negotiations with third parties. You might not be responsible, even when you think you are, or you might have less legal responsibility than you believe.

6. Table showing proof we need for claims

A. Benefit section	B. Proof we need
For all claims	<ol style="list-style-type: none"> 1. A completed claim form that you have signed; 2. Copies of your <i>travel insurance certificate (where applicable)</i>; 3. Copies of your <i>public transport carrier</i> ticket (air ticket, train ticket, bus ticket, cruise ticket, etc); 4. Copy of a cancelled cheque or a letter from your bank confirming your bank details; 5. Copies of all receipts and invoices you received from your travel agent or tour operator; 6. Copy of your Nedbank credit and cheque card bank statement reflecting the purchase of your <i>public transport carrier</i> ticket; 7. Proof of your <i>other insurance</i>.
Section 1: Emergency medical and related expenses	<ol style="list-style-type: none"> 1. Comprehensive medical report from treating doctor (diagnosis); 2. Report from your local medical officer stating what treatment was received 12 months before the start date of the policy; 3. Proof of costs incurred for <i>medical expenses</i>; 4. Detailed description of the event that led you to seek <i>medical treatment</i>; 5. Proof of cost of telephone calls; 6. Details of your medical aid (If any).
Section 2: Personal accident	<ol style="list-style-type: none"> 1. Medical reports; 2. Death certificate showing the cause of death; 3. Inquest and postmortem reports when they become available; 4. Police report if death is due to an <i>accident</i>. The police station and reference number if death being criminally investigated; 5. Blood alcohol results if the <i>insured traveller</i> was the driver in a motor vehicle <i>accident</i>.
Section 3: Zurich Travel Assist services	<ol style="list-style-type: none"> 1. Copies of receipts for expenses incurred; 2. In the case of death, a copy of the death certificate indicating the cause of death and all medical reports.
Section 4: Cancelling, postponing or cutting short the <i>insured journey</i>	<ol style="list-style-type: none"> 1. Relevant medical certificates or death certificates in the case of death; 2. Proof of deposits that you cannot recover; 3. Proof of accidental damage to your immovable property; 4. Proof of mechanical breakdown of your car (for car rental cover); 5. Copy of the police report indicating the date and time of damage to or theft of your car (for car rental cover).
Section 5: Rejection and delay of visa application	<ol style="list-style-type: none"> 1. Written confirmation from the consulate or embassy that your visa application was rejected; 2. Proof of deposits and payments that you cannot recover; 3. Written confirmation from the consulate or embassy that the processing of your visa was delayed; 4. Proof of flight and accommodation penalties.
Section 6: <i>Baggage, money, bank cards, travellers' cheques, travel documents and baggage delay</i>	<ol style="list-style-type: none"> 1. Copy of the airline report or property irregularity report (this is the written acknowledgment of legal responsibility by airlines); 2. Copy of the police or relevant authority report if the loss or theft or damage is not related to the <i>public transport carrier</i>; 3. Any written settlement offer from <i>public transport carrier</i>; 4. A detailed description of missing <i>personal belongings</i>; 5. For jewellery claims, original or certified copies of evaluation certificates issued before the start date (or some other form of proof we agree to); 6. Receipts for essential expenses you incur; 7. Receipts for new items and quotes for replacement items; 8. A copy of the stamped pages of the passport showing your departure and arrival dates;

A. Benefit section	B. Proof we need
	<ol style="list-style-type: none"> 9. Proof of losses you suffered (for <i>bank card</i> fraud); 10. Report from your financial institution (for <i>bank card</i> fraud); 11. Proof of ownership of electronic items including laptops, notebooks, iPads, cameras, cell phones or similar equipment; 12. Proof from your cell phone service provider that your phone has been blacklisted.
<p>Section 7: Travel delay, missed connection and missed event</p>	<ol style="list-style-type: none"> 1. Letter from the <i>public transport carrier</i> giving the reason and length of delay; 2. Any written settlement offer or compensation from the <i>public transport carrier</i>; 3. Receipts or proof of payment for tickets to the entertainment or sports event; 4. Receipts for essential expenses.
<p>Section 8: Legal responsibility to third parties</p>	<ol style="list-style-type: none"> 1. Copies of any legal documents you receive, for example a lawyer's letter, a letter of demand, a summons; 2. A written description of the <i>insured event</i>; 3. Any written settlement offer you may get.
<p>Section 9: <i>Hijack, kidnap and wrongful detention</i></p>	<ol style="list-style-type: none"> 1. Copy of the police or relevant authority report.
<p>Section 10: <i>Natural disaster</i></p>	<ol style="list-style-type: none"> 1. Written statement from an appropriate public authority confirming the reason and nature of the disaster; 2. Original receipts for essential expenses incurred.
<p>Section 11: <i>Identity fraud</i></p>	<ol style="list-style-type: none"> 1. Proof of losses you suffered; 2. Police report; 3. Report from your financial institution.
<p>Section 12: <i>Insolvency of your travel suppliers</i></p>	<ol style="list-style-type: none"> 1. Unused <i>travel supplier</i> tickets and vouchers; 2. Proof of payment; 3. If no airline is involved, evidence of the <i>travel supplier</i> that is insolvent.
<p>Section 13: Ticket upgrade</p>	<ol style="list-style-type: none"> 1. Letter from the <i>public transport carrier</i> giving the reason for the delay; 2. Any written settlement offer or compensation from the <i>public transport carrier</i>.
<p>Section 14: Car rental excess waiver</p>	<ol style="list-style-type: none"> 1. Copy of the police report indicating the date and time of damage to or theft of the rented car; 2. Receipt or a copy of the car rental contract; 3. Proof of excess payment.
<p>Section 15: Pet care</p>	<ol style="list-style-type: none"> 1. Letter from the veterinarian confirming diagnosis, in-patient admission and number of days admitted; 2. Receipts from veterinarian for the treatment; 3. Letter from the <i>public transport carrier</i> giving the reason and length of delay; 4. Proof of kennels or cattery fees.
<p>Section 16: Winter sport</p>	<ol style="list-style-type: none"> 1. Proof of payment for repair costs to ski's, snowboards, bindings, ski or snowboard and ski poles; 2. Proof of payment for winter sport equipment you hire or own that is lost, stolen, damaged or delayed after your arrival; 3. Proof of payment for the remaining number of days on your ski pass; 4. Medical certificate confirming <i>illness</i> or <i>injury</i> that resulted in unused ski hire, ski lessons and ski lift pass costs booked and paid for in advance; 5. Proof piste closure for more than 12 hours due to too much or not enough snow; 6. Written proof from the resort that an avalanche or landslide delayed your arrival or departure.

A. Benefit section	B. Proof we need
Section 17: Golf insure	<ol style="list-style-type: none"> 1. Proof of replacement costs for lost, stolen or damaged golf equipment you own or hired; 2. Medical certificate confirming <i>illness</i> or <i>injury</i> that resulted in you not being able to use your golf tour package booked and paid for in advance; 3. Written proof from the golf club president that the golf course had been closed due to paid or dangerous weather conditions.

7. If we do not accept your claim

- 7.1 If we reject your claim, we will inform you in writing. You have the right to object to our decision. Your objection must be in writing and we must receive it within 90 days of the date of the rejection letter.
- 7.2 You may write to our Compliance Officer or the Short-Term Insurance Ombudsman if you are not satisfied with the outcome of your claim.
- 7.2 If the matter is not resolved and you choose to start legal proceedings against us, you must do so within six months from the end of the 90-day period for the objection.
- 7.3 All time limits will be on hold while a rejected claim is being considered by your legal representative or by the Ombudsman.

Specific benefits of the policy

Please note that the sections listed below only apply if they are listed in your *schedule of benefits* for the relevant *benefit* plan you qualify for or bought.

Section 1

Emergency medical and related expenses

Definitions

<i>Emergency medical expenses</i>	All reasonable expected costs that we alone decide are medically necessary for <i>illness</i> or <i>injury</i> on an <i>insured journey</i> .
<i>Follow-up treatment in South Africa</i>	All <i>reasonable and expected medical expenses</i> you incur for <i>illness</i> or <i>injury</i> that results in a <i>hospital</i> stay or surgical or other diagnostic or remedial treatment prescribed by a <i>medical practitioner</i> in South Africa. <i>Follow up treatment in South Africa</i> does not include expenses we are prohibited by law from paying. We pay only what we are allowed to pay under the Medical Schemes Act (No. 131 of 1988) or subsequent similar laws.
<i>Hospital</i>	Any legally constituted establishment that operates according to the laws of the country in which it is situated. It must meet all of the following criteria to be recognised as a <i>hospital</i> : <ol style="list-style-type: none"> 1. It operates primarily for receiving, caring for and treating sick and injured people as <i>in-patients</i>; 2. It admits <i>in-patients</i> only under the supervision of a <i>medical practitioner</i>; 3. It maintains organised facilities for the medical diagnosis and treatment of sick and injured people and, where appropriate, provides on-site facilities for major surgery; 4. It provides full-time nursing services by or under the supervision of a staff of nurses; 5. It is not a day clinic, health hydro or nature clinic; 6. It is not a mental institution, an institution maintained primarily for the treatment of psychiatric diseases, or the psychiatric department of a <i>hospital</i>; 7. It is not a place for the treatment of chemical dependency or an establishment or a special unit of a <i>hospital</i> used primarily as a place for treatment of drug addicts or alcoholics; 8. It is not a hospice, a frail care centre, a rest home or nursing, convalescent-assisted living or extended care facility.
<i>Reasonable and expected medical expenses</i>	The standard costs that are medically required for treatment, including the costs of supplies and medical services. We do not pay for costs that are more than either of the following: <ol style="list-style-type: none"> 1. The usual level of costs for similar treatment, supplies and medical services in the locality where the costs are incurred; 2. The costs for treatment that would have been charged if you did not have insurance.

How we pay

If you have a valid claim, we pay only up to the *benefit limit*. If there is an *excess*, we will deduct the *excess* amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

1.1 Emergency medical expenses

We pay for *emergency medical expenses* you incur because of *illness* or *injury* while travelling on an *insured journey*.

1.2 Emergency medical and related expenses for a medical condition that existed before your insured journey

If you need emergency *medical treatment* due to a sudden and unexpected acute onset of a medical condition that existed before your *insured journey*, we pay the *reasonable and expected medical expenses* you incurred while in *hospital*.

Conditions

1. This section only applies if you have purchased the *optional top up plan as is* shown on the *schedule of benefits*.
2. You must be in *hospital* as an *in-patient* for longer than 48 hours.
3. Your *hospital* admission must not merely be for any form of nursing, convalescence, rehabilitation, rest or extended care.

1.3 Medical evacuation, transport to medical centres, return to South Africa or your country of residence

We pay emergency transport that you need if you suffer an *illness* or *injury*. We will do one or more of the following:

1. Transfer you to another location to get necessary *medical treatment*;
2. Return you to South Africa or your country of residence;
3. Pay for the cost of the emergency transport service, including the necessary accompanying medical staff.

Conditions

1. We only pay if you have received our consent before you use the emergency transport.
2. We may decide where and how to move you depending on the medical advice you receive.
3. We may use your return ticket towards this emergency transport.

1.4 Optical expenses

We pay emergency optical treatment given by a *medical practitioner*. Where you need optical treatment because of *illness* or *injury* while on an *insured journey*, these expenses will form part of the *benefit limit* stated in the *schedule of benefits*.

Emergency optical expenses are all reasonable and expected medical costs that a *medical practitioner* considers necessary to treat a sudden optical *illness* or *injury* you suffer on an *insured journey*.

1.5 Dental expenses

We pay for emergency dental treatment given by a *medical practitioner* to restore dental function or ease pain. Where you need dentistry to restore dental function or ease pain because of *illness* or *injury* while on an *insured journey*, these expenses will form part of the *benefit limit* stated in the *schedule of benefits*.

Emergency dental expenses are all reasonable and expected medical costs that a *medical practitioner* considers necessary to treat a sudden dental *illness* or *injury* you suffer on an *insured journey*.

Exclusions for this benefit

We do not pay for fillings or crowns made of precious metal.

1.6 Hospital cash

We pay for your *hospital* stay as an *in-patient* if the *medical practitioner* decides it is necessary to diagnose and treat an *injury* or *illness* you suffered from while on an *insured journey*. We pay the *benefit limit* for each full day that you are in *hospital*. For this *benefit*, a day is a period of 24 hours starting from the time you are admitted and continuing until you are discharged. We only pay for full days so if you remain in *hospital* for a portion of a day, that time is not counted. For example, if you are in *hospital* as *in-patient* for 58 hours, we will pay only for two 24-hour periods (48 hours). We do not pay for the remaining 10 hours you are in *hospital*.

1.7 Follow-up treatment in South Africa

We pay for *follow-up treatment in South Africa* for an *insured event* described in Section 1.1, 1.4 and 1.5 above. Treatment for the *insured event* must have started while you were on an *insured journey*. You must receive the follow-up treatment within 30 days of your return to South Africa.

If you are infected with malaria when you are on an *insured journey*, we pay for *follow-up treatment in South Africa* for 30 days after you return to South Africa.

Conditions

1. We pay for the follow-up treatment only if you cannot recover these expenses from any other source, for example, your medical aid. If you can recover only a portion from another source, we pay up to the *benefit limit* less the amount you can recover.
2. The infection must have happened on the *insured journey*, even if it was not first diagnosed or treated under Section 1.1 above.

Exclusion

If you do not have a medical aid or other medical insurer, you must pay the *excess* shown on the *schedule of benefits*.

1.8 Refund of emergency telephone charges

1. If you suffer a medical emergency while you are on an *insured journey*, we pay the personal cell phone and standard landline phone charges from a hotel, *hospital* or residence when:
 - 1.1 You call your *family*; and
 - 1.2 Your *family* calls you.
2. We also refund you for the use of a prepaid telephone card for the purposes set out above.

Conditions

1. You must have registered a claim with us under this section or Section 2: Personal accident.
2. We refund you with your actual telephone costs incurred up to the *benefit limit*.
3. You must send us proof of telephone calls and charges.

Specific conditions for Section 1

1. You must obtain written consent from us before you incur expenses over **R5,000**. If you do not get this written consent, we do not pay more than **R5,000**.
2. We pay medical and related expenses until you are advised by a *medical practitioner* that we appoint, that you can return to South Africa or your country of residence. If the *medical practitioner* decides that you can return but you choose not to, you must pay all further medical and related expenses that you incur from that date. We have the right to use your original travel tickets. Any refund you would get from unused tickets belongs to us.
3. If you cannot return to South Africa or your country of residence on the end date stated on your *travel insurance certificate* because of an *insured event* under this Section 1 and your policy ends, we automatically extend it. We will extend the *period of insurance* until you are medically fit to return to South Africa or your country of residence or up to one year after the *insured event* occurred. A *medical practitioner* we appoint will decide when you are medically fit to return.

Specific exclusions for Section 1

We do not pay for any *medical expenses* you incur for any:

1. Medication or treatment you started before the start date of the *insured journey* unless you bought the *optional top up benefits* that covers pre-existing medical conditions; or
2. Diagnostic treatment not considered by a *medical practitioner* as immediately necessary; or
3. Specialist *medical treatment* without a referral from a *medical practitioner*; or
4. Any procedures relating to dental hygiene or oral hygiene; or
5. Contraceptive devices, prosthetic devices, medical appliances or artificial aids; or
6. Preventative treatment, including any vaccinations or immunisations; or

7. Physiotherapy or chiropractic treatment of more than R1,000, unless you are admitted to a *hospital* as an *in-patient*; or
8. Travel that you undertake against the advice of a *medical practitioner*; or
9. Treatment that you and your *medical practitioner* are aware may arise during the *insured journey*; or
10. Cosmetic surgery; or
11. A terminal prognosis with a life expectancy of less than 24 months diagnosed before you started the *insured journey*; or
12. Cardiac or cardio vascular or vascular or cerebro-vascular *illness* or consequences or complications that, in the opinion of a *medical practitioner*, can reasonably be related to persons aged 70 years or older.

Section 2

Personal accident

Definitions

There are no extra definitions for this section. Please refer to the definitions under Section D.

How we pay

If you have a valid claim, we pay only up to the *benefit limit*. If there is an excess, we will deduct the excess amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

2.1 Death and permanent total disability – excluding air travel

This *benefit* does not apply to the time that you are travelling in an aircraft. For air travel *benefit* see below 2.2 Death and *permanent total disability*: insurance for air travel only.

If you suffer an *injury* that results in death or permanent disability, we pay you a percentage of the *benefit limit* set out in the table at the end of this section.

If you disappear and after 12 months it is reasonable to believe that you may have died from an *injury*, we pay the death *benefit* to your beneficiary. Your beneficiary must give us a signed undertaking that the *benefit* will be refunded to us if you did not die or if you did not die from an *insured event*. A beneficiary is the person you choose to receive the *benefit* from us if you die.

2.2 Death and permanent total disability – insurance for air travel only

If you suffer an *injury* that results in death or permanent disability, we pay you a percentage of the *benefit limit* set out in the table at the end of this section.

This *benefit* applies if you suffer an *injury* on an *insured journey* while you are in, boarding or getting off the *public transport carrier*.

Specific conditions for Section 2

1. If we accept a claim for *permanent total disability*, we pay the *benefit limit*. After we make a payment, your insurance under this Section 2: Personal accident comes to end.
2. We only pay for *permanent total disability* if we receive proof from your *medical practitioner* that the disability will most likely continue for the rest of your life.
3. We do not pay more than 100% of the *benefit limit* when more than one *injury* arises from the same *accident*.
4. We pay the *benefit limit* for either:
 - 4.1 Death and *permanent total disability*: excluding air travel; or
 - 4.2 Death and *permanent total disability*: insurance for air travel only.
5. A *medical practitioner* must diagnose that the *permanent total disability* is permanent and confirm this in a report to us.
6. If you have an existing *illness*, weakness or other physical or mental disability and it is made worse by an *accident*, we will calculate the *benefit* by the degree the condition is made worse. We base our calculations on medical evidence.
7. If you have a medical condition that existed before this policy started and that medical condition is made worse by an *accident*, we calculate the *benefit* by the degree the medical condition is made worse. We base our calculations on medical evidence.

8. If the consequences of an *accident* are worse because of a medical condition that existed before this policy started, we calculate the *benefit* by considering the consequences the *accident* would have had if the medical condition did not exist. This does not apply if the medical condition came about because of an earlier *accident* you had for which a *benefit* has been or will be paid under this policy.
9. If you die of natural causes before your disability is confirmed by a *medical practitioner*, we pay what we would have had to pay for the total permanent disability according to specific condition 4.1 above. We do not pay the *benefit* that applies to death.
10. If a *child* dies we pay the lower amount of either:
 - 10.1 20% of the *benefit limit*; or
 - 10.2 The amount that is stated by law at the *date of loss*.
11. For *permanent total disability* of a *child*, the most we pay is 20% of the *benefit limit*. However, we do not pay any *benefit* for occupational disability of a *child*.

Specific exclusions for Section 2

We do not pay any *benefit* under this Section 2: Personal accident for any *insured event* caused by any type of *illness* or bacterial infection. We do pay, however, if you get the *illness* or bacterial infection from blood poisoning or *medical treatment* resulting from an accidental cut or wound.

Table of benefits for death and permanent disability

Insured event	Percentage of benefit limit that we pay
Category 1 – Death	100%
As a result of an <i>accident</i>	100%
As a direct result of exposure to the elements of nature as a direct result of an <i>accident</i>	100%
Disappearance where presumed dead	100%
Category 2 – <i>Permanent total disability</i>	100%
As a result of an <i>accident</i>	100%
As a direct result of exposure to the elements as a direct result of an <i>accident</i>	100%
Category 3 – <i>Permanent total disability</i>	
Total, permanent and irrecoverable loss of hearing in both ears	100%
Total, permanent and irrecoverable loss of hearing in one ear	50%
Total, permanent and irrecoverable loss of sight in both eyes	100%
Total, permanent and irrecoverable loss of sight in one eye	50%
Total, permanent loss of both hands or feet	100%
Total, permanent loss of one hand or one foot	50%
Total, permanent loss of speech	100%
Total, permanent loss of four fingers and thumb of either hand	50%
Total permanent disabilities not otherwise provided for under the <i>insured events</i> under permanent disability	15%

Section 3

Zurich Travel Assist services

Definitions

There are no extra definitions for this section. Please refer to the definitions under Section D.

How we pay

If you have a valid claim, we pay only up to the *benefit limit*. If there is an *excess*, we will deduct the excess amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

3.1 Assistance services

We offer you our 24-hour worldwide assistance services.

We arrange access to the following services:

1. Cash transfer advice. If you need money to pay for travel or accommodation because of theft, loss, *illness* or *injury*, we will advise you on the process you must follow to get money.
2. Consular and embassy referral. Where possible, we will give you the details of the representative of the relevant consulate or embassy. For example, if you have lost your passport or travel documents.
3. Emergency travel and accommodation arrangements. Where possible, we will help you to arrange emergency alternative transportation and accommodation.
4. Sending urgent messages. We will help you to send urgent personal messages on your behalf or get messages to you if you experience travel delay or suffer from *illness* or *injury*.
5. Evacuation assistance. If there is a catastrophe or terrorist threat or attack, we will attempt to arrange emergency evacuations. This includes access to private and commercial aircrafts and extensive air transport systems. This is an assistance service. You must pay for the costs of the evacuations if they do not form part of an emergency medical claim.
6. Replacement of lost travel documents. Where possible, we will assist you in arranging emergency alternative travel documents.
7. 24 hour medical emergency telephone line. Zurich Travel Assist medical personnel including nurses and doctors are available 24 hours a day to provide medical advice and information.

3.2 Visit by a family member

If you suffer *illness* or *injury* that result in you being admitted to *hospital* for more than 5 consecutive days, we pay up to the *benefit limit*, for the reasonable expenses of your *family* to travel to you and back with you to South Africa. This includes the necessary expenses for extra accommodation and travel, telephone costs, meals and beverages. We pay only if the *medical practitioner* attending to you advises that your *family* should be there with you.

3.3 Return of stranded children

Where possible, we change the existing tickets of your children if they are left stranded in any one or more of these circumstances:

1. Your death on an *insured journey*;
2. Your return to South Africa by emergency medical transport;
3. Your admission to *hospital* as an *in-patient*.

If it is not possible to change your children's tickets, we arrange and pay for their transport back to South Africa. We also pay for a qualified escort if necessary.

Conditions

Your children must be named as *insured travellers* on this policy.

3.4 Return of stranded travel companion

Where possible, we change the existing tickets of your *travel companion* if they are left stranded in any one or more of these circumstances:

1. Your death on an *insured journey*;
2. Your return to South Africa by emergency medical transport;
3. Your admission to *hospital* as an *in-patient*.

If it is not possible to change their tickets, we arrange and pay for their transport back to South Africa.

Conditions

Your *travel companion* must also have insurance under a Zurich travel policy.

3.5 Substitute business colleague expenses

We refund you for the reasonable and necessary expenses to do any one of the following:

1. Send a substitute employee to complete an original *business* commitment if you cannot complete it because of your death, *injury* or *illness*;
2. Send a substitute employee to complete an original *business* commitment if you cannot complete it because you have to return to South Africa for a *family* member or *business associate* who has died or who is dying;
3. Send you back to complete an original *business* commitment if, within 90 days of your return to South Africa because of a claim under Section 1 and Section 1.3, you are well enough to travel again.

Conditions

1. We only pay for one of the options above.
2. We only pay if you are insured under top up option 3.
3. We do not pay for any expenses you incurred before the *insured event*.
4. We have the right to use your original ticket.

3.6 Legal assistance when you are abroad

1. If you are imprisoned or threatened with imprisonment while on an *insured journey*, we help you find a lawyer. We pay for the legal expenses you pay to the lawyer.
2. The lawyer you choose must be qualified to practice in the court of the country where the *insured event* happened. You must receive our consent in writing before you appoint that lawyer.
3. If an award or compensation is made to you or your lawyer, you must repay all amounts to us that we paid to you or your lawyer for that case.

We do not pay for any:

1. Expenses you incur without our written consent before you incur them; or
2. Expenses you incur in bringing a claim against us; or
3. Expenses you incur in bringing a claim against a travel agent, tour operator or *public transport carrier*; or
4. Expenses you incur as a result of actions between *insured travellers*; or
5. Expenses you incur in bringing actions to obtain satisfaction of a judgement or a legally binding decision; or
6. Expenses you incur for claims that were caused by a member of your household or *business associate* or employee; or
7. Criminal act you intentionally commit.

Conditions

1. You must have been arrested, imprisoned or threatened with imprisonment while on the *insured journey*.
2. You must tell us as soon as possible of any incident that may give rise to a claim for legal expenses but in any event not later than 48 hours after the incident.

3.7 Return of your mortal remains

If you die on an *insured journey*, we pay for the reasonable cost to return your body, *baggage* and *personal belongings* to South Africa or your place of residence.

If you die on an *insured journey*, we pay for the coffin expenses when your body is returned to South Africa or your place of residence.

Specific conditions for Section 3

You must get our confirmation before you incur any expenses under Section 3: Zurich Travel Assist services. For confirmation contact us on +1 416 596 0002.

Section 4

The insured journey is cancelled or cut short

Definitions

<i>Non-refundable</i>	The costs, including deposits and charges you paid for airline tickets, car rentals, hotel accommodation, cruise lines, rail and coach operators that you cannot recover from any other source, for example, other insurance policies, government agencies, travel agencies, credit card companies, financial bonds and <i>travel supplier</i> guarantees.
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How we pay

If you have a valid claim, we pay only up to the *benefit limit*. If there is an *excess*, we will deduct the *excess* amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

4.1 Cancelling an insured journey

We refund you if the *insured journey* needs to be cancelled due to an *insured event* listed below. We pay you for the *non-refundable*, unused portion of your travel costs or accommodation costs. The *insured events* are:

1. Your death or the death of your *spouse, business associate*, children, the person who you had intended to stay with abroad, a *family member* or *travel companion*;
2. Your *illness* or *injury* or the *illness* or *injury* of your *spouse, business associate*, children, the person who you had intended to stay with abroad, a *family member* or *travel companion* if a *medical practitioner* considers it necessary;
3. A traumatic event that occurs within 30 days before the start date of the policy that any of the following people suffers from:
 - 3.1 You, your *spouse*, your children, a *family member* or *travel companion*;
 - 3.2 Your *business associate*;
 - 3.3 The person who you had intended to stay with abroad.
 The traumatic event requires the medical advice of a *medical practitioner*.
4. Cancelling or diverting a scheduled *public transport carrier service*, including strikes or other industrial action affecting the *public transport carrier service*. We do not pay if there was media warning before the date you booked the journey that the event was likely to happen;
5. Considerable accidental damage to immovable property you own caused within 30 days of the intended start date. The cause of the damage must be unexpected or unintentional, and it must require you to cancel the journey to safeguard your interests;
6. Loss or theft of travel documents, for example, travel tickets, passports and visas;
7. A government regulation or World Health Organisation recommendation not to travel because of an epidemic or *natural disaster* that takes place within 4 days before the start date of the *insured journey*.

4.2 Postponing an insured journey

We refund you if the *insured journey* needs to be postponed due to an *insured event* listed below. We pay you for the following:

1. Flight penalties if you need to postpone the *insured journey* before the start date; and
2. Extra accommodation and travel costs (but not telephone costs, meals and beverages) up to a maximum of R7,500 if you need to postpone the return flight of the *insured journey* after the start date.

The insured events are:

We only pay if the *insured journey* is postponed because of one of the following events:

1. Your death or the death of your *spouse, business associate, children, the person who you had intended to stay with abroad, a family member or travel companion*;
2. Your *illness or injury* or the *illness or injury* of your *spouse, business associate, children, the person who you had intended to stay with abroad, a family member or travel companion* if a *medical practitioner* considers it necessary;
3. A traumatic event that occurs within 30 days before the start date of the policy that any of the following people suffers from:
 - 3.1 You, your *spouse, your children, a family member or travel companion*;
 - 3.2 Your *business associate*;
 - 3.3 The person who you had intended to stay with abroad.The traumatic event requires the medical advice of a *medical practitioner*.
4. Considerable accidental damage to immovable property you own during the *insured journey*. The cause of the damage must be unexpected or unintentional, and it must require you to cut short the *insured journey* to safeguard your interests;
5. Cancelling or diverting a scheduled *public transport carrier service*, including strikes or other industrial action affecting the *public transport carrier service*. We do not pay if there was media warning before the date you booked the journey that the event was likely to happen;
6. Loss or theft of travel documents, for example, travel tickets, passports and visas;
7. A government regulation or World Health Organisation recommendation not to travel because of an epidemic or *natural disaster* that arises within 4 days before the start date of the *insured journey* which prohibits you from travelling.

Exclusion

We do not pay if:

1. You refuse to follow the recommendation of a *medical practitioner* to return to South Africa or your country of residence;
2. Continue the *insured journey* while your physical condition is unfit for travel according to a *medical practitioner*.

4.3 Cutting an insured journey short

We refund you if the *insured journey* needs to be cut short due to an *insured event* listed below. We pay you for the *non-refundable, unused portion of your travel costs or accommodation costs (including flight penalties)*. The *insured events* are:

1. Your death or the death of your *spouse, business associate, children, the person who you had intended to stay with abroad, a family member or travel companion*;
2. Your *illness or injury* or the *illness or injury* of your *spouse, business associate, children, the person who you had intended to stay with abroad, a family member or travel companion* if a *medical practitioner* considers it necessary;
3. Considerable accidental damage to immovable property you own during the *insured journey*. The cause of the damage must be unexpected or unintentional, and it must require you to cut short the *insured journey* to safeguard your interests;
4. Cancelling or diverting a scheduled *public transport carrier service*, including strikes or other industrial action affecting the *public transport carrier service*. We do not pay if there was media warning before the date you booked the journey that the event was likely to happen;
5. Loss or theft of travel documents, for example, travel tickets, passports and visas.

Exclusion

We do not pay if:

1. You refuse to follow the recommendation of a *medical practitioner* to return to South Africa or your country of residence;
2. Continue the *insured journey* while your physical condition is unfit for travel according to a *medical practitioner*.

4.4 Ticket change

We refund you the fee or penalty you have to pay if you have to change your *public transport carrier* ticket due to an *insured event* listed below. The *insured events* are:

1. Your death or the death of your spouse, *business associate*, children, the person who you had intended to stay with abroad, a *family member* or *travel companion*;
2. Your *illness* or *injury* or the *illness* or *injury* of your spouse, *business associate*, children, the person who you had intended to stay with abroad, a *family member* or *travel companion* if a *medical practitioner* considers it necessary;
3. A traumatic event that occurs within 30 days before the start date of the policy that any of the following people suffers from:
 - 3.1 You, your spouse, your children, a *family member* or *travel companion*;
 - 3.2 Your *business associate*;
 - 3.3 The person who you had intended to stay with abroad.
 The traumatic event requires the medical advice of a *medical practitioner*.
4. Cancelling or diverting a scheduled *public transport carrier* service, including strikes or other industrial action affecting the *public transport carrier* service. We do not pay if there was media warning before the date you booked the journey that the event was likely to happen;
5. Considerable accidental damage to immovable property you own caused within 30 days of the intended start date;

The cause of the damage must be unexpected or unintentional, and it must require you to cancel the journey to safeguard your interests;
6. Loss or theft of travel documents, for example, travel tickets, passports and visas;
7. A government regulation or World Health Organisation recommendation not to travel because of an epidemic or *natural disaster* that takes place within 4 days before the start date of the *insured journey*.

4.5 Car rental

We refund the cost of renting a car to continue with your *local journey* if you are unable to continue with your *local journey* as a result of the following:

1. Mechanical breakdown of your car whilst travelling on an *insured journey*, provided that your car is not older than 5 years at the time that you undertake your *insured journey*.
2. Being involved in an *accident* with your car whilst travelling on your *insured journey*.
3. Theft of your car whilst on your *insured journey*.

Specific exclusions for Section 4

We do not pay for any expenses for cancelling or cutting short or postponing an *insured journey* because of any of the following:

1. Poor financial circumstances, including *insolvency*;
2. You not being in possession of the required or valid or correct travel documents or visas;
3. Any *business* or employment commitment or financial or contractual obligation you or any other person has that affects the journey;
4. Any change of plans or reluctance you or any other person has to travel on an *insured journey*;
5. The inability of a tour operator or wholesaler to complete arrangements for a tour because of a failure to reach the required number of people for a tour;
6. You being denied entry into a country for any reason;
7. You not checking in on time unless this is because of poor weather conditions in South Africa or your country of residence;
8. Poor weather conditions including cyclones, tornadoes, floods, typhoons, blizzards or other *natural disasters* at the destination;
9. Pregnancy or childbirth where the pregnancy would have been more than 26 weeks at the beginning of the *insured journey*.

However, we do pay if:

- 9.1 The pregnancy was confirmed after the date your travel tickets or confirmation of bookings was issued;
- 9.2 Cancelling or cutting short or postponing the journey is confirmed as medically necessary.
10. Any circumstances you are aware of at the time of buying your travel insurance policy that can result in you cancelling your *insured journey*.



We do not pay in either of the following circumstances:

1. You receive compensation in terms of any loyalty schemes;
2. You are compensated by any existing insurance scheme, government programme, *public transport carrier*, travel agent or any other provider of transportation or accommodation.

Section 5

Rejection of your visa application

Definitions

<i>Non-refundable</i>	The costs, including deposits and charges you paid for airline tickets, car rentals, hotel accommodation, cruise lines, rail and coach operators that you cannot recover from any other source, for example, other insurance policies, government agencies, travel agencies, credit card companies, financial bonds and <i>travel supplier</i> guarantees.
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How we pay

If you have a valid claim, we pay only up to the *benefit limit*. If there is an *excess*, we will deduct the *excess* amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

5.1 Rejection of your visa application

We refund you for the *non-refundable* and unused portion of your airfare and taxes if your visa is rejected.

5.2 Delay of your visa application

We refund you if the *insured journey* needs to be postponed due to a delay in the processing of your visa application. We pay you for the following:

1. Flight penalties if you need to postpone the *insured journey* before the start date; and
2. Accommodation penalties for your pre-booked accommodation if you need to postpone the *insured journey* before the start date.

Specific conditions for Section 5

1. We pay only if you meet all the following criteria:
 - 1.1 You are a South African passport holder;
 - 1.2 Your passport must be valid for at least 6 months after the end date;
 - 1.3 Your passport must have at least 2 adjacent free pages for your visa stamp;
 - 1.4 You must be applying for a tourist or *business* visa;
 - 1.5 You must have bought a return ticket before the start date;
 - 1.6 You must not have a criminal record;
 - 1.7 You must not have been deported or denied entrance into any country before;
 - 1.8 You must give the embassy true and valid documents when you apply for the visa.
2. This *benefit* does not apply to emigration or working holiday visas.
3. You must make sure that you meet all the relevant embassy requirements when you apply for the visa.
4. The air ticket you buy must be a return ticket.
5. You must notify us within 7 days if your visa application is rejected.

Section 6

Baggage, money, bank cards, travellers' cheques, travel documents and baggage delay

Definitions

There are no extra definitions for this section. Please refer to the definitions under Section D.

How we pay

If you have a valid claim, we pay only up to the *benefit limit*. If there is an *excess*, we will deduct the excess amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

- 6.1 We pay you the accidental loss, theft or damage to the items listed below that you have with you on the *insured journey*. These items are:
1. *Baggage*;
 2. Contact lenses, prescription glasses or sunglasses;
 3. Computers and similar electronic equipment;
 4. Cell phones;
 5. *Business* property, including trade samples, *business* papers, specifications, manuscripts and stationery.
We pay for the cost of reproducing the documents but not for the research and development costs.
- 6.2 We pay for theft of the items listed below that you took with you on the *insured journey*. These items are:
1. Money;
 2. Cheques and travellers' cheques;
 3. Travel documents including passports;
 4. *Bank cards*;
 5. Postal or money orders.
- 6.3 We pay for costs you cannot recover from the bank for replacing your *bank cards* or travellers' cheques as a result of theft. We also refund you for fraud committed with your *bank cards* if your *bank cards* are lost or stolen.
- 6.4 We refund you the reasonable expenses you incur to replace essential items if your *baggage* is delayed by a *public transport carrier* for more than 6 hours. We only refund you for essential items you have to buy within 4 days of your arrival at your intended destination.

Specific conditions for Section 6

1. You must take care of and keep safe the items listed under the "What we insure" section. You must not leave the items unattended in a public place or in any unlocked vehicle, room or building.
2. You must take all reasonable steps to attempt to recover items listed under the "What we insure" section if they are accidentally lost, damaged or stolen.
3. You must report any accidental loss, damage or theft of items to the local police or appropriate authority as soon as possible after you discover the loss or damage. You must get a written acknowledgement of the report.
4. You must report accidental loss, damage, theft or fraud of *bank cards*, travellers' cheques and travel documents including your passport within 24 hours of the *insured event* to the relevant issuing authority. You must take the appropriate steps to cancel the *bank cards*, cheques or documents. You will have to prove that any delay in reporting the loss or theft did not affect us negatively.
5. You must report the delay of *baggage* that happens at the destination airport to the airline or airport authority immediately. You must get a written acknowledgement of the report.

6. We pay up to the *benefit limit* for each single item accidentally lost, stolen or damaged on an *insured journey*. We treat the following items as a single item for each category:
 - 6.1 A camera and its lenses and accessories;
 - 6.2 A video camera and its lenses and accessories;
 - 6.3 Sports equipment sets;
 - 6.4 A cell phone and its fittings and accessories;
 - 6.5 A laptop, palmtop, notebook or similar electronic equipment, and its fittings and accessories (including discs, storage mechanisms and carry cases).
7. If you claim for the accidental loss, damage or theft of one or more items the most we pay is the total limit for *baggage* shown on the *schedule of benefits*. This applies even if the sum of all your claims is more than that amount.
8. The most we pay for the repair or replacement cost of cell phones and their fittings and accessories is the *benefit limit* for each *insured traveller*.
9. The most we pay for the repair and replacement costs of laptops, palmtops, notebooks, iPads, cameras, cell phones or similar electronic equipment, and their fittings and accessories (including discs, storage mechanisms and carry cases) is the *benefit limit* for each *insured traveller*.
10. You must provide us proof of ownership of laptops, palmtops, notebooks, iPads, cameras, cell phones or similar electronic equipment in the event of a claim.
11. You must provide us proof from your cell phone service provider that your cell phone has been blacklisted.
12. For jewellery claims, we must receive the original or certified copies of valuation certificates (or some other form of proof that we agree to) that were issued before the start date of the *insured journey*. This condition applies to all jewellery including gifts and inherited items.
13. The most we pay for contact lenses, prescription glasses or sunglasses is the *benefit limit* for each pair.
14. Any electronic equipment (including cameras, cell phones, satellite phones, laptops, navigation systems, tablets, personal computers, iPads and readers) must be carried as hand luggage.

Specific exclusions for Section 6

We do not pay for:

1. Loss, destruction or damage arising from confiscation or detention by customs or other officials or government authorities;
2. Any loss, damage or theft that you cannot prove. We may ask you to show us your travel tickets, tags, relevant receipts and proof of ownership;
3. Any loss, theft or damage not reported to the relevant police authority;
4. Any loss, theft or damage to checked-in *baggage* not reported to the relevant public transport carrier;
5. Any loss if you cannot show receipts for buying emergency items or essentials if your *baggage* is delayed;
6. Any loss you cannot prove by written confirmation from the *public transport carrier* on the number of hours and the reason for the delay;
7. Theft carried out directly or indirectly by *family, business associates or travel companions*;
8. Damage or loss arising from electrical or mechanical breakdown of any item;
9. Damage to or replacement of any electronic data or software;
10. Scratching or breakage of fragile or brittle items;
11. Damage or loss not arising from an *insured event*;
12. Damage or loss caused by alterations;
13. Damage or loss to *baggage* if it is not on the same *public transport carrier* as you are. Damage or loss to *personal belongings, business property, travel documents or money* shipped under any freight agreement, or items sent by postal or courier services or given to someone else other than a *travel companion*;
14. Loss of or damage to bonds, stamps, negotiable instruments, deeds, securities or any kind of bullion;
15. Contractual duties you might have in relation to a cell phone, computer or similar electronic equipment;
16. Damage to or loss of any goods intended for sale or trade;
17. Damage to or loss of sports equipment while in use.

Section 7

Travel delay, missed connection and missed event

Definitions

There are no extra definitions for this section. Please refer to the definitions under Section D.

How we pay

If you have a valid claim, we pay only up to the *benefit limit*. If there is an *excess*, we will deduct the excess amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

7.1 Travel delay

We refund you for the reasonable essential expenses you incur for hotel accommodation, restaurant meals and refreshments if the *public transport carrier* does not provide these after unforeseen travel delays because of:

1. Accidental loss or theft of travel documents (travel tickets, passports and visas);
2. Breakdown or an *accident* involving the private vehicle you use to get to the point from where your *public transport carrier* would depart;
3. Delay of the scheduled departure of your *public transport carrier* due to any of the following:
 - 3.1 Industrial dispute, strike or action;
 - 3.2 Poor weather conditions in the country from, to or through which you are travelling;
 - 3.3 Technical breakdown;
 - 3.4 Failure of *public transport carrier* services.

The travel delay must be more than 4 hours. This is known as the period of delay. When you have more than one delay, each delay must be more than 4 hours.

Exclusions

We do not pay for expenses you incur for travel delay in any of the following circumstances:

1. Where a similar alternative *public transport carrier* has been made available to you within the period of delay;
2. Where you do not check-in according to the itinerary;
3. Where the delay is due to industrial dispute, strike or action which existed or for which notice had been given before the start date of the *insured journey*;
4. Where the delay is due to the withdrawal from service of any *public transport carrier* on the orders of any government or regulatory body in any country in which notice had been given before the start date;
5. Where the delay is caused by the *public transport carrier* and the cost of expenses can be recovered from the *public transport carrier*;
6. For any loss that is not confirmed in writing by the *public transport carrier* setting out the number of hours and the reason for the delay, as well as the scheduled and actual departure times and confirmation of your check-in.

7.2 Cost of alternative travel due to travel delay

If the scheduled *public transport carrier* used on the *insured journey* is delayed by more than 12 hours after check-in, we pay economy fare costs for you to travel to your planned destination by alternative means.

Conditions

1. Your means of public transport must be delayed because of one or more of the following:
 - 1.1 Technical breakdown;
 - 1.2 Poor weather conditions;
 - 1.3 Strike or industrial action.

2. The *public transport carrier* does not arrange alternative transport.
3. You can only claim under this section once during any one *insured journey*.

Exclusions

We do not pay for expenses due to:

1. Any circumstances leading to the delay of the *public transport carrier* that exist or are expected to arise or are announced before you booked the *insured journey*;
2. Your late arrival for check-in with the *public transport carrier*. Late arrival means arriving after the time required for check-in or booking-in;
3. Any loss you can recover from any other source;
4. For any loss that is not confirmed in writing by the *public transport carrier* setting out the number of hours and the reason for the delay, as well as the schedules and actual departure times and confirmation of your check-in;
5. Where the delay is due to the withdrawal from service of any *public transport carrier* on the orders of any government or regulatory body in any country in which notice had been given before the start date.

7.3 Missed connection

We pay for the extra cost of economy transport by the most direct route to continue with your original itinerary if you miss your connecting scheduled transport because of the delay of your scheduled incoming transport.

Condition

We only pay these costs if there are 3 hours or more allowed between your original scheduled arrival time and the scheduled departure time of your connecting transport in your original itinerary.

Exclusions

We do not pay in any of the following circumstances:

1. If the *public transport carrier* is at fault or makes alternative arrangements at their cost;
2. If you arrive later than the time required for check-in with the *public transport carrier*;
3. For any loss that is not confirmed in writing by the *public transport carrier* setting out the number of hours and the reason for the delay, as well as the scheduled and actual departure times and confirmation of your check-in;
4. If there is alternative onward transportation to your destination available for you to use within 6 hours of your arrival;
5. Where you miss the connection because of industrial dispute, strike or action which existed or for which notice had been given before the start date of the *insured journey*.

7.4 Missed entertainment or sporting event

We refund you for ticket costs of an entertainment or sporting event paid for in advance by *bank card* if you cannot attend the event because of:

1. Your death or the death of your *spouse, business associate, your children, the person who you had intended to stay with abroad, a family member or travel companion*;
2. Your *illness or injury* if a *medical practitioner* considers it necessary;
3. The *illness or injury* of your *spouse, business associate, your children, the person who you had intended to stay with abroad, a family member or travel companion* if a *medical practitioner* considers it necessary;
4. Technical breakdown of the *public transport carrier* that happened at the time of the scheduled departure before the start time of the entertainment or sporting event.

Section 8

Legal responsibility to third parties

Definitions

<i>Indemnity</i>	An amount paid or promised for payment as compensation for a loss suffered by a third party.
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How we pay

If you have a valid claim, we pay only up to the *benefit limit*. If there is an excess, we will deduct the excess amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

We pay amounts that you become legally responsible to pay for because your actions have resulted in:

1. The death of a third party;
2. *Injury* of a third party;
3. Loss of or damage to the property of a third party.

Specific conditions for Section 8

1. You must not admit fault or legal responsibility to the third party or any other person without our consent in writing beforehand.
2. You must not make any offer, promise, payment or *indemnity* without our consent in writing beforehand.
3. You must give us written notice with full details of the event that may give rise to a claim within 30 days of the end date of an *insured journey*.
4. You must send us copies of every letter, legal demand, summons and other legal documents immediately after you receive them.
5. We may take over the defense and settlement of a claim in your name for our *benefit*. We alone may decide the best way to conduct proceedings and settlements of claims.
6. If you have already paid an amount to the third party with our consent, we will refund you the amount you have paid. We pay the third party the balance of the claim, if any.

Specific exclusions for Section 8

We do not pay for your legal responsibility to a third party that arises from death, *injury* or loss as a result of your intentional acts. We do not pay for amounts that you become legally responsible to pay if that legal responsibility arises directly or indirectly from any of the following:

1. *Injury* to you or to any *family* member who ordinarily lives with you or a *travel companion*;
2. *Injury* to you or to your employees arising from your or their employment;
3. *Injury* or loss or damage to property arising out of your profession, *business* or trade, or from professional advice you have given;
4. Loss or damage to property owned or controlled by you or a *family* member or a *travel companion* who ordinarily lives with you;
5. Your ownership, possession or use of any caravan, mechanically propelled vehicle (other than golf carts and motorised wheelchairs), aircraft or other aerial device, hovercraft (other than hand-propelled or sailing craft in territorial waters);
6. Your ownership or possession of any animals;
7. Any contract unless your legal responsibility would have arisen if there were no contract;
8. Judgements that are not in the first instance either delivered by a court of competent jurisdiction in South Africa or in the country the event happened in;
9. Any claim for fines, penalties, punitive, aggravated or vindictive damages;
10. Your intentional or unlawful or criminal acts;
11. A legal responsibility insured by *other insurance*.

Section 9

Hijack, kidnap and wrongful detention

Definitions

<i>Hijack</i>	Using force or the threat of force to take the unlawful control of the <i>public transport carrier</i> that you are travelling in or on.
<i>Kidnap</i>	The taking away, transporting or detaining of a person against their will and without legal authority in order to demand ransom or performance in exchange for their release.
<i>Wrongful detention</i>	The detaining of a person by a government or private entity (including rebels) either without that person's consent or without valid cause.

How we pay

If you have a valid claim, we pay only up to the *benefit limit*. If there is an *excess*, we will deduct the excess amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

- 9.1 *Hijack of a public transport carrier.* We pay if the *public transport carrier* you are travelling in is *hijacked* and you are held hostage.
- 9.2 *Kidnap and wrongful detention.* We pay if you are *kidnapped* or wrongfully detained.

We pay the reasonable and necessary expenses you incur as a direct result of an *insured event* under this section for:

1. Fees and expenses incurred while attempting to negotiate your release;
2. Reasonable and necessary fees and expenses of a qualified interpreter assisting you during an insured event;
3. Your travel costs to join your *family* upon your release;
4. The travel costs of a substitute employee sent to complete your original *business* commitment;
5. Rest and rehabilitation expenses up to R20,000, including your travel and lodging and the travel and lodging of your *spouse* and children.

Specific conditions for Section 9

You must send us a detailed, sworn statement of loss as soon as possible after the *insured event*.

You must co-operate with us in all matters relating to this insurance.

Specific exclusions for Section 9

We do not pay for loss caused directly or indirectly from:

1. Any demand for ransom money;
2. Actual loss of or damage to property of any description, including intellectual property, as a result of an *insured event*;
3. Any loss from *kidnap* if you intended to stay for more than 90 consecutive days in the country where the event occurs;
4. An *insured event* that takes place in the following countries or regions:
 - 4.1 Angola, Brazil, Colombia, Mexico, Nigeria, Philippines, Somalia and Venezuela;
 - 4.2 Any country where the British Foreign and Commonwealth Office or South African Department of Foreign Affairs has issued a travel warning;
 - 4.3 Any country in which the United Nations armed forces are present and active.
5. Your failure to evacuate from the country you are travelling in within 10 days after an advisory against travel to that country has been issued.

Section 10

Natural disaster

Definitions

<i>Natural disaster</i>	An event caused by the force of nature, such as avalanche, earthquake, flood, forest fire, hurricane, tornado, tsunami and volcanic eruption that has catastrophic consequences, for example, loss of life or damage to property.
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How we pay

If you have a valid claim, we pay only up to the *benefit limit*. If there is an *excess*, we will deduct the *excess* amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

- 10.1 **Similar alternative accommodation:** We refund you for the cost of similar alternative accommodation if you cannot stay in your booked accommodation because the accommodation is unusable because of a fire, flood or *natural disaster*. We also refund you the extra costs for changing your means of *public transport carrier*.
- 10.2 **Emergency evacuations:** If necessary, we will attempt to arrange for emergency evacuations. This may include access to private and commercial aircrafts and intensive air transport systems. We pay up to the *benefit limit* for the emergency evacuations.

Specific conditions for Section 10

You must not have known or reasonably been able to know about the *insured event* or the possibility of the *insured event* that leads to a claim under this section before the start date.

Specific exclusions for Section 10

We do not pay for:

1. Any expense you can recover from any tour operator, airline, hotel or other service provider.
2. Any expenses you would normally have to pay during your *insured journey*.
3. Any claim if you are travelling against the advice of an appropriate national or local authority.

Section 11

Identity fraud

Definitions

<i>Identity fraud</i>	The unlawful obtaining or using of your personal identity details to open and use bank accounts or credit accounts and similar facilities in your name.
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How we pay

If you have a valid claim, we pay only up to the *benefit limit*. If there is an excess, we will deduct the excess amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

- 11.1 The reasonable legal expenses you incur as a direct result of *identity fraud* while on the *insured journey* in:
 1. Defending any action brought against you by a creditor or collection agency or someone acting on their behalf;
 2. Removing any civil or criminal judgement wrongfully entered against you;
 3. Challenging the accuracy or completeness of any information in a consumer credit report if this information is inaccurate and was falsely provided to the credit agency or financial institution.
- 11.2 Income you lost that is directly related to the *identity fraud*. We do not pay this *benefit* if you are self-employed.
- 11.3 The following expenses:
 1. Costs of reapplying for loans or other credit or debit accounts that are rejected solely because the credit provider received incorrect information;
 2. Costs for notarising documents related to *identity fraud*, long distance telephone calls, and certified mail reasonably incurred as a result of efforts to report an *identity fraud* or to correct financial and credit records that have been changed. (Notarising means going to an official called a Notary Public to get your documents certified as true copies. Many law firms have Notary Publics available);
 3. Costs to contest the accuracy or completeness of any credit history information;
 4. Costs for a maximum of 4 credit reports from a credit bureau approved by us. You must have asked for the credit reports during the *insured journey* or within 3 months after the end date.

Specific conditions for Section 11

1. You must report the *identity fraud* to the relevant law enforcement agencies and send us the police report within 24 hours of discovering the *identity fraud*.
2. Your bank or financial institution must confirm any false charges or withdrawals. We only pay for the amount the bank or financial institution holds you responsible for up to the *benefit limit*.
3. We have the right to inspect relevant books of account and other financial records.
4. You must co-operate with us and help us to enforce any legal rights you or we may have in relation to *identity fraud*.
5. You must:
 - 5.1 Report the *identity fraud* to the relevant banks, *bank card* companies, financial institutions and other account providers within 24 hours of discovering the *identity fraud*;
 - 5.2 If you claim for loss of income as a result of you having to take unpaid leave, you must give us notarised proof of unpaid days off from your employer and proof that it was necessary to take time away from work. Notarised proof means proof signed by a Notary Public;
 - 5.3 Send us copies of any demands, notices, summonses, complaints, or legal papers you received in connection with the *identity fraud*;
 - 5.4 Take all reasonable steps to prevent further *identity fraud*.

Section 12

Insolvency of your travel suppliers

Definitions

<i>Insolvency</i>	The total stopping or suspending of all operations of the <i>travel supplier</i> whether voluntarily or involuntarily because it is financially unable to meet its obligations according to the Insolvency Act No. 24 of 1936. This applies whether or not the <i>travel supplier</i> files an <i>insolvency</i> petition, or totally stops or suspends all of its operations voluntarily or involuntarily.
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How we pay

If you have a valid claim, we pay only up to the *benefit limit*. If there is an *excess*, we will deduct the *excess* amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

- 12.1 We refund you the portion of your loss that you will not be refunded for by the *travel supplier* if the *insured journey* is cancelled before the start date because of the *insolvency* of the *travel supplier*.
- 12.2 We refund you the extra costs you incur to return to South Africa if the *insured journey* is cut short because of the *insolvency* of your *travel supplier*.

Specific conditions for Section 12

1. The *insured journey* must have been booked in South Africa.
2. The *insolvency* of the *travel supplier* must have resulted in the complete stopping of services with no alternative travel arrangements being provided by them.
3. If you paid for your travel arrangements through an agent and not directly to the *travel supplier* who is insolvent, the agent must give us proof that the full costs were paid on your behalf to the *travel supplier*.
4. There must have been no public warning 14 days or more before you bought this policy that this *insolvency* could possibly take place.

Specific exclusions for Section 12

We do not pay for any of the following:

1. Travel or a hotel not booked within South Africa before the start date.
2. The *insolvency* of:
 - 2.1 Any *travel supplier* who is insured for losses in the case of its *insolvency* (even if the insurance is not sufficient to meet all claims against it); or
 - 2.2 Any travel agent, tour organiser, booking agent or consolidator responsible for booking your travel or accommodation.
3. Any loss for which a third party is responsible that you can recover by other legal means.
4. Any losses caused by fraud or negligent misrepresentation by the *travel supplier*. Negligent misrepresentation means the *travel supplier* carelessly makes statements whether in writing or orally while having no reasonable basis to believe it to be true.
5. Any losses that are not directly associated with the *insolvency* of the *travel supplier*.

Section 13

Ticket upgrade

Definitions

There are no extra definitions for this section. Please refer to the definitions under Section D.

How we pay

If you have a valid claim, we pay only up to the *benefit* level. If there is an *excess*, we deduct the *excess* amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

We pay for the costs you incur if you need to upgrade your *public transport carrier* ticket during an *insured journey* in any of the following cases:

- 13.1 Your confirmed scheduled *public transport carrier* is delayed and no onward transport is available to you for at least 6 hours after the scheduled departure time;
- 13.2 You are not admitted onto a confirmed scheduled *public transport carrier* because it is overbooked. There must not be any other means of transport available for at least 6 hours after the scheduled time of departure;
- 13.3 You miss a connection at the transfer point during an *insured journey* because your connecting scheduled *public transport carrier* is late. There must be no onward transport available to you for at least 6 hours after the time you arrive at the transfer point.

Specific condition for Section 13

You must give us written proof of the delay from the *public transport carrier*. We only pay if we get the original receipts for the expenses you incur.

Specific exclusions for Section 13

We do not pay in either of the following circumstances:

1. You arrive after the time required by the *public transport carrier* for check-in.
2. Any circumstances leading to the delay of the *public transport carrier* that exist or are expected to arise or are announced before you booked the *insured journey*.

Section 14

Car rental excess waiver

Definitions

There are no extra definitions for this section. Please refer to the definitions under Section D.

How we pay

If you have a valid claim, we pay only up to the *benefit* level. If there is an *excess*, we deduct the *excess* amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

We will refund you the *excess* you have to pay as a result of accidental damage to or theft of a rented car.

Specific conditions for Section 14

1. The car must be rented from a registered car rental company.
2. You must report any accidents or theft to the police as soon as possible. You must get a written report from the police.
3. You must give us proof that you paid the relevant *excess* to the car rental company.

Specific exclusions for Section 14

We do not pay in the following circumstances:

1. Breach of the car rental agreement.
2. Damage to the car if it is used for off road purposes.
3. Damage to commercial vehicle or motorcycles.

Section 15

Pet care

Definitions

There are no extra definitions for this section. Please refer to the definitions under Section D.

How we pay

If you have a valid claim, we pay only up to the *benefit limit*. If there is an *excess*, we will deduct the excess amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

- 15.1 We refund you the veterinarian's fees you have paid after your return to South Africa or your country of residence if your pet needs in-patient veterinary treatment. This treatment must be as a result of an injury which happened whilst your pet was being cared for by a friend, *family* member or professional care giver during your *insured journey*.
- 15.2 We refund you the extra kennels and cattery fees you have paid as a result of an unavoidable delay of more than 24 hours at the end of your *international journey* due to circumstances beyond your control.

Specific conditions for Section 15

1. You must give us written proof from the veterinarian who treated your pet of the nature of the treatment and the number of days that your pet was treated as an in-patient.
2. The travel delay must be more than 24 hours.
3. You must give us written proof from the *public transport carrier* giving the reason and length of the delay.

Specific exclusions for Section 15

We do not pay for any of the following:

1. Medical conditions your pet suffered from before your *insured journey*;
2. Where a similar alternative *public transport carrier* has been made available to you within the period of delay;
3. Where you do not check-in according to the itinerary;
4. Where the delay is due to industrial dispute, strike or action which existed or for which notice had been given before the start date of the *insured journey*;
5. Where the delay is due to the withdrawal from service of any *public transport carrier* on the orders of any government or regulatory body in any country in which notice had been given before the start date;
6. Any domestic dogs or cats that you do not own.

Section 16

Winter sport

Definitions

There are no extra definitions for this section. Please refer to the definitions under Section D.

How we pay

If you have a valid claim, we pay only up to the *benefit limit*. If there is an *excess*, we will deduct the excess amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

16.1 Winter sports equipment

We pay up to R4,000 for replacing or repairing winter sport equipment you own or hire if they are accidentally lost, damaged or stolen during the *insured journey*. Winter sports equipment includes:

1. Skis;
2. Snowboards;
3. Bindings;
4. Ski or snowboard boots;
5. Ski poles.

We pay:

1. Up to R400 a day for a maximum of 10 days for the value of the remaining number of days of your ski pass if it is lost or stolen;
2. Up to R400 a day for the hire of winter sports equipment if the equipment you own is lost, damaged, destroyed, stolen, or delayed for more than 12 hours after your arrival. You must give us proof that you took your own equipment and that it has been lost, stolen, damaged or destroyed.

16.2 Ski-trip package

We pay up to R2,800 for the unused part of your ski package that you have not used if you fall ill or you are injured during the journey. A ski package includes ski hire, ski lessons and lift pass costs booked and paid for in advance. You must give us a written report from a *medical practitioner* if we ask for one.

16.3 Piste closure

We pay you up to R2,400 if all the lift systems are closed for more than 12 hours because there is not enough or too much snow in the pre-booked holiday resort during the *insured journey* and you are unable to ski. This does not apply if the ski lift is closed because of high winds. We also pay for either but not both of the following:

1. Extra costs for transport and ski lift pass if you have to travel to another resort if the cost is not covered by your ski resort.
2. The daily allowance of R240 a day for a maximum of 10 days if you are unable to ski and transportation to another resort is not available.

Specific conditions for this benefit

1. You may only claim under this section if the *insured journey* is scheduled to take place between 1 December and 31 March if in the northern hemisphere or between 1 May and 30 September if in the southern hemisphere.
2. You must get a written statement from the resort managers or local authority that confirms the reason for the closed piste, how long it was closed for and that it was not possible to travel to another resort.
3. The general ski area where you take part in the winter sports must be at least 1,000m above sea level.

16.4 Avalanche and landslide

We pay up to R1,600 for extra travel and accommodation costs if an avalanche or landslide delays your arrival at or departure from the booked resort for more than 12 hours. You must give us written confirmation from the resort of the period of and reason for the delay.

Section 17

Golf insure

Definitions

There are no extra definitions for this section. Please refer to the definitions under Section D.

How we pay

If you have a valid claim, we pay only up to the *benefit limit*. If there is an *excess*, we will deduct the excess amount from the amount we pay to you. This applies to all the events and items we insure listed in the paragraphs that follow.

What we insure

17.1 Golf equipment

We pay you for the replacement cost of golf clubs, golf bags, non-motorised golf trolley and golf shoes you own or hire if they are lost, damaged, destroyed or stolen during the *insured journey*.

Conditions

We pay up to R10,000 for golf equipment you hire or own that is lost, stolen, damaged, or destroyed during the *insured journey*. We pay R500 a day for a maximum of 10 days (total maximum cover will not be more than R5,000) for the hire of golf equipment if the equipment you own is lost, damaged, destroyed, stolen, or delayed for more than 12 hours after your arrival. You must give us proof that you took your own equipment and that it has been lost, stolen, damaged or destroyed.

17.2 Golf tour package

We pay you for the following:

1. The unused part of your golf tour package that you have not used if you fall ill or you are injured during the *insured journey*. You must give us a written report from a *medical practitioner* if we ask for one;
2. Up to R5,000 for the unused part of your golf tour package if you cannot play because the golf course has been closed for 12 consecutive hours or more because of bad or dangerous weather conditions. You must give us written confirmation from the golf club president that the golf course was closed. A golf tour package includes green fees and hiring golf equipment or tuition fees booked and paid for in advance.

17.3 Hole in one

We pay for the customary bar expenses as a result of you hitting/achieving a hole in one during an official amateur round of golf whilst on an *insured journey*.

Your right to know:

Information about your short-term insurance

This document forms part of your insurance policy with us and it contains information that you have the right to know.

1. Your insurer

Name, physical address, postal address and telephone number:

Name: Zurich Insurance Company South Africa Limited
Physical Address: 15 Marshall Street, Ferreirasdorp,
Johannesburg, 2001
Postal Address: PO Box 61489, Marshalltown, 2107
Telephone Number: 011 370 9111
Fax Number: 011 370 9910
Financial Services Provider
License Number: 17703
Website: www.zurich.co.za

2. Written mandate to agents to act on behalf of insurer

We confirm that we have given authority to the agent (including any travel agents) to represent us and to accept business and issue policies on our behalf. You can contact your agent for more details.

3. Details of your financial services provider compliance officer:

Compliance Officer: The Compliance Officer
Physical Address: 15 Marshall Street, Ferreirasdorp,
Johannesburg, 2001
Postal Address: PO Box 61489, Marshalltown, 2107

4. Details of how to claim

If you have a claim, please do the following:

- 4.1 Tell us by contacting our claims department at the above address or by telephone on 0860 885 201.
- 4.2 We will give you a claim form by hand, email, fax or postal address according to your instruction.
- 4.3 Complete the claim form and return it to us at the above address or email it to ztravelclaims@zurich.co.za.
- 4.4 We will then attend to your claim and let you know the outcome.
- 4.5 If you have any problems, please contact our claims department and someone will help you.

5. Complaints

If you have a query about this policy or you are in any way unhappy with the service that you have received, please contact your Financial Services Provider as detailed in paragraph 1.

6. Details of the Short-Term Insurance Ombudsman

If you are not satisfied with how we have dealt with your complaint, you may contact:

Name: The Ombudsman for Short-Term Insurance
 Physical Address: Sunnyside Office Park, 5th Floor,
 Building D, 32 Princess of Wales Terrace,
 Parktown, Johannesburg
 Postal Address: PO Box 32334, Braamfontein, 2017
 Telephone Number: 086 066 2837 / 011 726 8900
 Fax Number: 011 726 5501
 Email: info@osti.co.za
 Website: www.osti.co.za

7. Details of the FAIS Ombud

If you have a FAIS complaint, you may contact:

Name: The FAIS Ombud
 Physical Address: Eastwood Office Park, Boabab House,
 Ground Floor, Lynnwood Ridge, 0081
 Postal Address: PO Box 74571, Lynnwood Ridge, 0040
 Telephone Number: 012 470 9080
 Fax Number: 012 348 3447
 Email: info@faisombud.co.za
 Website: www.faisombud.co.za

(This document is called a Disclosure Notice in terms of Financial Advisory Intermediary Services Act No. 37. 2002 "FAIS")

Claims and customer service contact

Contact centre	Description	Email address	Contact details
Zurich Travel Assist 24/7	For emergency medical and related assistance	assistance@wtp.ca	Telephone: +1 416 596 0002 (reverse call/call collect)
Zurich Travel Claims Call Centre	For all medical outpatient and non-medical related claims	ztravelclaims@zurich.co.za	Telephone: 0860 885 201 Fax: 0860 004 242
Zurich Travel Customer Care Centre	For customer service and advice	nedbanktravel@zurich.co.za	Telephone: 0860 885 501 Fax: 0860 004 240

Zurich Insurance Company South Africa Limited
15 Marshall Street, Ferreirasdorp, Johannesburg, 2001. PO Box 61489, Marshalltown, 2107
Telephone No. +27 11 370 9111
Registration No. 1965/006764/06
www.zurich.co.za

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