



# Standard Bank Automatic Travel Insurance

**REFERENCE NUMBER: SB-AUTO-01/012018**

AIG South Africa Limited

Sandown Mews West

88 Stella Street, Sandown, 2196

PO Box 31983 Braamfontein 2017

Tel: (011) 551-8000

Fax (011) 551-8293

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This Policy is a contract made between Standard Bank Card Division and AIG South Africa Limited, the Company. The Company agrees to provide insurance on the basis set out in this Policy provided the premium is paid when due and the Company agrees to accept it. Any endorsement to the Policy or the Schedule shall form part of the Policy.

We look forward to being of service to you.

AIG South Africa Limited

AIG South Africa Limited is a licensed Financial Services Provider. FSP Number 15805. Reg. No. 1962/003192/06



**Travel Guard®**



## Important contact details

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### **24 hours Emergency Medical Assistance – AIG Travel**

Phone: +44 1273 721415 (UNITED KINGDOM)

Phone lines are open 24 hours a day, 7 days a week

**All Medical assistance incidents should be logged with AIG Travel**

### **Claims**

AIG South Africa Limited

P.O Box 31983

Braamfontein 2017

SA Share Call Tel: 0860 104 146

Tel: +2711 525 3101

Fax: +2711 551 8290

Email: [satavelclaims@aig.com](mailto:satavelclaims@aig.com)

The claims department is open Monday to Friday between 8:15am and 4:30pm (South African time)

### **Travel Insurance Sales & Services:**

Tel: 0861 114 494

Tel: +2711 525 3115

Fax: 086 625 4818

Email: [saclientservices@za.aegisglobal.com](mailto:saclientservices@za.aegisglobal.com)

The Sales & Services department is open Monday to Thursday from 8am to 6pm (South African time), Fridays from 8am to 5pm and Saturdays from 8am to 1pm (South African time), excluding public holidays.

### **Standard Bank Lost/Stolen Card:**

Tel: +27 11 299 4114/5 (International)

Tel: 0800 020 600 (24 hours) (South Africa)

### **Standard Bank Fraud:**

Tel: +27 11 641 6114 (24/7) (International)

Tel: 0800 222 050 (24/7) (South Africa)



## Before you travel, please read the whole policy. Make sure you understand everything.

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### How you should read this policy

The laws of South Africa govern this Policy.

This document is the legal and official version of your Policy. For any question or dispute, you must refer to this document. If anything is unclear in the Policy wording, please contact Travel Insurance Sales and Services.

Words in the singular (person) include the plural (persons). Words in the masculine gender (he) include the feminine gender (she).

All words beginning with a capital letter in this policy have a specific meaning, wherever they appear. You will find the word, with its specific meaning, in the Definitions.

Please note that, to make reading easier, we did not italicise **We/Our/Us** or **You/Yours**. These words have the following meaning in the Policy:

- **We/Our/Us:** AIG South Africa Limited, the company that underwrites this policy.
- **You/Your:** The policyholder or the Insured Person.

### Please note:

AIG is subject to compliance with US sanctions laws. For this reason, this policy does not cover any loss, injury, damage or liability, benefits or services directly or indirectly arising from or relating to a planned or actual trip to or through Cuba, Iran, Syria, Sudan, North Korea or the Crimea region. In addition, this policy does not cover any loss, injury, damage or liability to residents of Cuba, Iran, Syria, Sudan, North Korea or the Crimea region. Lastly, this policy will not cover any loss, injury, damage or legal liability sustained directly or indirectly by any individual or entity identified on any applicable government watch lists as a supporter of terrorism, narcotics or human trafficking, piracy, proliferation of weapons of mass destruction, organized crime, malicious cyber activity, or human rights abuses.

You must always provide us with complete, correct and truthful information or your claim will be rejected.



## What does your policy cover?

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1	Emergency medical and related expenses	<input checked="" type="checkbox"/>
2	Accidental death and disability	<input checked="" type="checkbox"/>
3	Hijack – public conveyance	<input checked="" type="checkbox"/>
4	Baggage delay	<input checked="" type="checkbox"/>
5	Travel Delay	<input checked="" type="checkbox"/>
6	Personal Liability	<input checked="" type="checkbox"/>

## Insured persons

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Any person, between the ages of 3 months up to and including 75 years of age, whose Public Conveyance tickets have been charged to a valid Standard Bank Card Division card.

## Summary of Benefits

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The table below sets out the maximum benefit amount per Insured Person for each Insured Event. The total limit refers to the maximum amount that we will pay for more than one Insured Event resulting from the same incident.

**Please check your Policy to ensure the cover is adequate for your needs.** Contact us if you want to amend, extend, or alter your Policy. These changes will not apply to policies with existing claims. Please note that changing your Policy could increase your premium.

If an insured Child dies in an Accident, we will pay the amount legislated by law at the time of the death. We only cover permanently employed adults for Permanent Total Disability. Children, pensioners and homemakers are therefore excluded.

Please note, for some Insured Events you will have to pay a portion of each claim; this is the Excess amount.



## Schedule of benefits 1: Automatic Travel

Insured event (trips up to 90 days)		Gold, Corporate and Travel agent cards	
		Local Journey	International Journey
<b>1. Emergency medical and related expenses and Assistance</b>			
<b>1.1 Emergency medical</b>			
1.1.1	Injury	Nil	R1,000,000
1.1.2	Illness	Nil	R1,000,000
<b>Excess</b>	<i>In-Patient</i>	Nil	R2,000
	<i>Out-Patient</i>	Nil	R2,000
1.1.3	Visit by a Family Member	Actual Expense	
1.1.4	Return of Children	Actual Expense	
1.1.5	Return of Travel Companion	Actual Expense	
1.1.6	Return of Mortal Remains	R10,000	R10,000
<b>1.2 AIG Travel</b>			
1.2.1	Cash Assistance	AIG Travel arranges access to the following services free of charge, subject to the Policy terms and conditions	
1.2.2	Consular Referral		
1.2.3	Emergency Travel and Accommodation Arrangements		
1.2.4	Premature Return in case of Death or imminent Death of a Relative or Business Associate		
1.2.5	Transmission of Urgent Messages		
1.2.6	24 Hour Medical Emergency & Assistance Telephone Line		
1.2.7	Replacement of Lost Travel Documents		
1.2.8	Legal assistance abroad		
<b>1.3 Medical evacuation, repatriation or transportation</b>			
1.3	Medical evacuation, repatriation or transportation	Actual Expense	
<b>1.4 Hospital cash</b>			
1.4	Hospital cash	Nil	R3,000 (Maximum 15 days @ R200 / day)
<b>2. Accidental death and disability</b>			
2.1	In-flight/ public conveyance	R250,000	R375,000
2.2	24 hour cover	R750,000	R750,000
<b>3. Hijack – public conveyance</b>			
3	R750 per day for up to 10 days	R 7 500	R 7 500
<b>Excess</b>	12 hours		
<b>Any One Life limit</b>		R1,000,000	



Accumulation Limit: R20,000,000 any one Standard Bank Card Division card

## Schedule of benefits 2: Platinum & Titanium Card

Insured event (trips up to 90 days)		Standard Bank Automatic Travel Insurance	
		Platinum and Titanium Cards	
		Local Journey	International Journey
<b>1. Emergency medical and related expenses and assistance</b>			
<b>1.1 Emergency medical</b>			
1.1.1	Injury	Nil	R1,000,000
1.1.2	Illness	Nil	R1,000,000
<b>Excess</b>	<i>In-Patient</i>	Nil	R2,000
	<i>Out-Patient</i>	Nil	R2,000
1.1.3	Visit by a Family Member	Actual Expense	
1.1.4	Return of Children	Actual Expense	
1.1.5	Return of Travel Companion	Actual Expense	
1.1.6	Return of Mortal Remains	R10,000	R10,000
<b>1.2 AIG Travel</b>			
1.2.1	Cash Assistance	AIG Travel arranges access to the following services free of charge, subject to the Policy terms and conditions	
1.2.2	Consular Referral		
1.2.3	Emergency Travel and Accommodation Arrangements		
1.2.4	Premature Return in case of Death or imminent Death of a Relative or Business Associate		
1.2.5	Transmission of Urgent Messages		
1.2.6	24 Hour Medical Emergency and Assistance Telephone Line		
1.2.7	Replacement of Lost Travel Documents		
1.2.8	Legal assistance abroad		
<b>1.3 Medical evacuation, repatriation or transportation</b>			
1.3	Medical evacuation, repatriation or transportation	Actual Expense	
<b>1.4 Hospital cash</b>			
1.4	Hospital cash	Nil	R5,000 (Maximum 20 days @ R250 / day)
<b>2. Accidental death and disability</b>			
2.1	In-flight/ public conveyance	R375,000	R500,000
2.2	24 hour cover	R750,000	R1,000,000
<b>3. Hijack –public conveyance</b>			
3	R750 per day for up to 10 days	R 7 500	R 7 500
<b>Excess</b>	12 hours		
<b>4. Baggage delay</b>			
4.1	Baggage Delay	R2,000	R3,500
<b>Excess</b>	24 hours		
<b>5. Travel Delay</b>			
5.1	Incurred expenses up to an amount of :	R2,000	R2,500
<b>Excess</b>	24 hours		
<b>6. Personal Liability</b>			
6.	Bodily Injury and Material Damage	R2,500,000	R2,500,000



## When are you covered?

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### Period of Insurance

On the Automatic Cover this Policy will provide cover commencing on the departure date.

The maximum period for any Insured Person is restricted to:

- 90 days on Automatic Cover

This Policy does not apply to events that occur after the expiration date shown on the Policy receipt, or if the Insured Person returns to the Point of Departure from his Insured Journey before this date. This Policy cannot be cancelled once an Insured Journey has commenced or after the expiry date of the Insured Journey.

All cover is subject to the full cost of the departure and return Public Conveyance tickets being charged to a Standard Bank Card Division Card and is subject to all the Terms, Conditions, Endorsements, Terminations and Exclusions of the Policy including the Schedule of Benefits.

Insured Persons entering into the Republic of South Africa on an Inbound Journey qualify for Automatic Cover only, subject to the Public Conveyance ticket being charged to a Standard Bank Card Division Card.

In respect of Public Conveyance tickets purchased with SAA Voyager and BA Executive Club Miles earned against a South African issued Standard Bank Card Division Card the Automatic Cover is provided to the Insured Person, subject to the purchase of the Optional Cover.

### Cancellation/ termination

#### Cancellation

1. Provided that no claims have been initiated and an Insured Person has not commenced an Insured Journey, the Insured Person may cancel this Policy at any time by giving the Company written notice within 30 days of the Travel Insurance Certificate issue date.
2. This Policy may be cancelled by the Company by sending the Insured Person 30-days written notice to his last known address and in which case the Company will refund a pro-rata premium for the unexpired policy period.

#### Termination

This Policy will terminate on the earliest of the following dates:

1. on the date the Master Policy is cancelled; or
2. the date of the Insured Person's return to the Point of Departure in South Africa or Country of Residence; or
3. the date that the Insured Person reaches the maximum age for the cover selected.

This Policy will terminate on the expiry date appearing in the schedule unless there is an automatic extension as described under the general conditions applying to this Policy.

### Premium

Standard Bank Card Division is liable for the premium on the Automatic cover.



## Definitions

<b>24 Hour Cover</b>	Any time during the period of an Insured Journey other than when covered under Public Conveyance benefits.
<b>Accident</b>	A sudden unexpected and specific event which occurs at an identifiable time and place, resulting in Injury.
<b>Accidental Loss</b>	The Insured Person mislaying or misplacing their Baggage resulting in a loss of possession.
<b>Accumulation Limit</b>	The maximum liability of the Company in respect of any one Accident or number of Accidents arising from one source or cause during an Insured Journey.
<b>Acquired Immune Deficiency Syndrome or AIDS</b>	shall have the meanings assigned to it by the World Health Organisation including Opportunistic Infection, Malignant Neoplasm, Human Immune Deficiency Virus (HIV), Encephalopathy (Dementia), HIV Wasting Syndrome or any disease or Illness in the presence of a sero-positive test for HIV.
<b>AIG Travel</b>	AIG Travel EMEA Limited, who provides emergency travel and pre-departure health information and the AIG Travel services as more fully detailed in the body of this Agreement.
<b>Any One Life Limit</b>	The maximum liability of the Company to any one Insured Person in respect of any one Accident or Illness or series of Accidents or Illnesses arising from one source or cause.
<b>Baggage</b>	Luggage, Personal Effects and travel documents (travel tickets, passports and visas) taken by an Insured Person on an Insured Journey.
<b>Beneficiary</b>	The person or persons nominated by the Insured Person.
<b>Business</b>	The Insured Person's employment, trade, profession or occupation.
<b>Business Associate</b>	A partner, director or employee of the Insured Person.
<b>Children</b>	The Insured Person's dependent children who are not in full-time employment and who are between the ages of 3 months up to and including 18 years (or under the age of 25 years provided they are in full-time education), unmarried, not pregnant, without children and primarily dependent on the Insured Person for maintenance and support.
<b>Company</b>	AIG South Africa Limited.
<b>Confinement</b>	Confinement to a Hospital as a resident in-patient for a period which is necessary for the diagnosis or treatment of any Injury or Illness.
<b>Country of Residence</b>	The country in which You live and which is regarded as Your permanent home. If You are a temporary resident in a country, that will be deemed to be Your Country of Residence for the purposes of this Policy, if You have citizenship of or a work permit or have been resident in that country for longer than 6 (six) consecutive months.
<b>Damage</b>	Physical damage to Baggage which lowers the value.
<b>Dangerous Sports or Activities</b>	Any sport or sporting activities that present a high level of inherent danger (i.e. involves a high level of expertise, exceptional physical exertion, highly specialized gear or stunts).
<b>Date of Loss</b>	for Illness, the first date of diagnosis or the date the Insured Person first became aware of the Illness – whichever occurs earlier; for Injury, the date of the Accident; for all other Sections, the date of the Insured Event.

## Definitions *continued...*





<b>Effective Date of Coverage</b>	On the Automatic Cover this Policy will provide cover commencing on the of departure date
<b>Electronic Equipment</b>	Any computer equipment system or software or any product, equipment, system or machinery connected to or operated by means of a micro or data processor chip.
<b>Emergency Medical Expenses</b>	All Reasonable and Customary Charges which at the sole discretion of AIG Travel are deemed medically necessary for Illness or Injury on an International Journey.
<b>Excess</b>	The first amount, or period, of each and every loss payable by the Insured Person.
<b>Policyholder</b>	The Policyholder named in the Policy Schedule who is Standard Bank Card Division.
<b>Hospital</b>	A legally constituted establishment which operates pursuant to the laws of the country in which it is based and which meets the following requirements:
	it operates primarily for the reception, medical care and treatment of sick, ailing or injured persons on a resident in-patient basis;
	it admits resident in-patients only under the supervision of a Medical Practitioner;
	it maintains organised facilities for the medical diagnosis and treatment of such persons and provides (where appropriate) facilities for major surgery within the confines of the establishment or facilities controlled by the establishment;
	it provides a full-time nursing service by or under the supervision of a staff of nurses;
	it is not a day clinic, health hydro or nature clinic, a mental institution, an institution confined primarily to the treatment of psychiatric disease, the psychiatric department of a hospital, a place for the treatment of chemical dependency, an establishment or a special unit of a hospital used primarily as a place for treatment of drug addicts or alcoholics, a hospice, a frail care centre, a rest home or nursing, convalescent, rehabilitation, assisted living or extended care facility.
<b>Illness</b>	Any fortuitous sickness or disease contracted, commencing or first manifesting itself during an Insured Journey.
<b>Inbound Journey</b>	An Insured Journey commencing from the Point of Departure outside the territorial limits of the Republic of South Africa to the destination inside the territorial limits of the Republic of South Africa including the return journey to the Point of Departure.



## Definitions *continued...*

<b>Injury</b>	Physical trauma to an Insured Person caused by an Accident resulting, solely and independently of any other cause or any other physical defect or infirmity existing prior to the Accident, in an Insured Event within 24 months of the date of the Accident. Physical trauma caused by exposure to the elements of nature as a direct result of an Accident will be deemed to be an injury.
<b>Insured Event</b>	An event stated in the Schedule of Benefits.
<b>Insured Journey</b>	A Local Journey, an International Journey or an Inbound Journey.
<b>Insured Person</b>	Any person whose Public Conveyance tickets have been charged to a valid Standard Bank Card Division card.
<b>International Journey</b>	An Insured Journey commencing from the Point of Departure to the destination, outside the territorial limits of the Republic of South Africa, including the return journey to the Point of Departure.
<b>Local Journey</b>	An Insured Journey which commences at the time when the Insured Person departs from the Point of Departure to travel in a direct, timeous and uninterrupted manner to a destination within the territorial limits of the Republic of South Africa that is more than 100 kilometres away from the Point of Departure and it includes the return journey to the Point of Departure.
<b>Malignant Neoplasm</b>	shall include but not be limited to Kaposi's Sarcoma, central nervous system lymphoma and/or other malignancies now known or which will become known as immediate cause of death, an illness, or disability in the presence of AIDS.
<b>Manual Labour</b>	Physical human labour involving the use of hands where the work may be considered hard or arduous, including skilled labourers who use or operate mechanical or non-mechanical machinery or equipment.
<b>Master Policy</b>	The internal reference for a specific product containing identical benefits and premium rates.
<b>Medical Expenses</b>	All Reasonable and customary charges for Illness or Injury on an International Journey, resulting in hospitalisation, surgical or other diagnostic or remedial treatment given or prescribed by a Medical Practitioner.
<b>Medical Practitioner</b>	A person registered with a current, legal licence to practice medicine, but excludes an Insured Person or a member of any Insured Person's immediate family.
<b>Medical Treatment</b>	A Medical Practitioner's medical advice, treatment, consultations and prescribed or repeat maintenance medication.
<b>Motor Hijack</b>	The unlawful seizing or attempted unlawful seizing of a vehicle by any person using force or threat or violence where such violence is intended, used or made to overpower or subdue the Insured Person whilst driving or as a passenger in a Private Motor Vehicle or whilst such vehicle is stationary.
<b>Opportunistic Infection</b>	Shall include but not be limited to pneumocystis carini pneumonia, organism of chronic enteritis, virus and/or disseminated fungi infection.



## Definitions *continued...*

<b>Permanent Total Disability</b>	means total and absolute disability which entirely prevents the Insured Person from engaging in or giving attention to his usual or any occupation for which he is qualified or has received specialised training and which will in all probability be lasting and continuous for his lifetime.
<b>Personal Effects</b>	Spectacles, dentures, purses, wallets, cosmetics and other personal effects normally worn or carried on the person.
<b>Point of Departure</b>	in respect of a Local Journey means the Insured Person's usual place of residence or from which an Insured Person leaves to travel in a direct, timeous and uninterrupted manner;
	in respect of an International Journey, the point where the Insured Person passes through passport control from within the Republic of South Africa; with regard to Section 4.1-Baggage Delay and Section 5.1-Travel Delay cover will commence from the Insured Person's place of residence or employment, whichever occurs latest; or
	in respect of an Inbound Journey, the point where an Insured Person passes through passport control in Country of Residence from which the Insured Person intends to travel to the Republic of South Africa in a timeous and uninterrupted manner.
<b>Policy</b>	This document embodying the contract of insurance and shall include any subsequent Terms, Conditions, Exclusions, Terminations and Endorsements.
<b>Pre-Existing Medical Conditions</b>	Any condition giving rise to a claim for which, within the 12 consecutive months prior to the Effective Date of Coverage, the Insured Person:
	has consulted a Medical Practitioner or specialist; or
	has received Medical Treatment or advice; or the manifestation of symptoms would have caused a reasonable person to seek advice.
<b>Private Motor Vehicle</b>	Any licensed passenger vehicle other than taxis, buses and any vehicle that is in excess of 2 tons.
<b>Professional Sport</b>	Any sport in which an insured person receives a financial reward, fee, sponsorship or gain as a result of their participation.
<b>Public Conveyance</b>	Any scheduled or chartered land, water or air conveyance legally licensed to carry passengers for hire operating commercially in accordance with all locally applicable laws and regulations and in which the Insured Person is travelling only as a fare-paying passenger, including taxis and hired motor vehicles but excluding minibuses, non-standard motor vehicles and non-pressurised single engine piston aircraft.
<b>Reasonable and Customary Charges</b>	The charges which:
	Are medically required for the treatment, supplies or medical service to treat an Insured Person's condition;
	Do not exceed the usual level of charges for similar treatment, supplies or medical services in the locality where the expenses are incurred, and Do not exceed the charges for treatment that would have been made if no insurance existed.



## Definitions *continued...*

<b>Related Expenses</b>	Additional accommodation and travelling expenses, excluding telephone costs, meals and beverages of necessity incurred by any one person, who on the advice of a Medical Practitioner appointed by the Company remains with or escorts the Insured Person until completion of his journey or until he resumes the Insured Journey or returns to the Point of Departure, whichever occurs first.
<b>Relative</b>	A Spouse, parent, parent-in-law, grandparent, step-parent, Children, grandchild, brother, brother-in-law, sister, sister-in-law, daughter-in-law, son-in-law, fiancée, fiancé, half-brother, half-sister, aunt, uncle, niece or nephew of the Insured Person.
<b>Spouse</b>	The husband, wife, partner in a same sex partnership or any de facto partner with whom the Insured Person has permanently and continuously lived in the same household in a relationship which is not casual or impermanent for a period longer than 6 consecutive months. Only one Spouse shall be eligible for cover.
<b>Territorial Waters</b>	Within a 19 Kilometre radius of the coastline.
<b>Terrorist Act</b>	Any actual or threatened use of force or violence directed at or causing damage, injury, harm or disruption, or commission of an act dangerous to human life or property, against any individual, property or government, with the stated or unstated objective of pursuing economic, ethnic, nationalistic, political, racial or religious interests, whether such interests are declared or not. Robberies or other criminal acts, primarily committed for personal gain and acts arising primarily from prior personal relationships between perpetrator/s and victim/s shall not be considered Terrorist Acts. 'Terrorist Act' shall also include any act which is verified or recognised as an act of terrorism by the (relevant) government of the country where the act occurs.
<b>Theft</b>	Wrongfully taking property from an Insured Person without their willful consent.
<b>Travel Insurance Certificate</b>	The certificate which attaches to and forms part of the Policy and contains the relevant details of the Insured Journey.
<b>Traumatic Event</b>	A violent criminal act or attempt where such violence is intended or made to overpower or subdue.
<b>Travel Companion</b>	The person intending to travel or travelling with the Insured Person and who is covered under the Standard Bank Card Division Card travel insurance.
<b>Travel Guard</b>	AIG Travel EMEA Limited, who provides emergency travel and pre-departure health information and the AIG Travel services as more fully detailed in the body of this Agreement.
<b>Waiver Of Excess</b>	That if the Insured Person has selected Optional Cover, the Excess of R2,000 applicable to any Emergency Medical Assistance and Expenses will be waived, if the Insured Person is hospitalised as an in-patient. An excess of R500 will apply for out-patient treatment.
<b>War</b>	War, whether declared or not, or any warlike activities (including use of military force) by any sovereign nation to achieve economic, geographic, nationalistic, political, racial, religious or other ends.

## General terms and conditions



1. **Age limits**

1.1 This Policy covers any event which happens to an Insured Person who is:

- From the age of 3 months up to and including 75 years of age at the date of such event on the Automatic Cover.

1.2 With respect to Permanent Total Disability under Insured Event 2 cover ceases on the Insured Person's 65<sup>th</sup> birthday unless he is gainfully employed.

2. **Airlines**

The Company will have no liability to pay any benefit in relation to any Insured Event for which the Insured Person may be able to seek compensation from an airline. If the Insured Person proves that he has taken all reasonable and necessary steps to claim from the airline, the Company will pay a pro-rata portion of the benefits. The Company's liability will be calculated by reducing the benefits by the amount for which the Company considers the airline to be liable.

3. **Automatic Extension**

If an event occurs after commencement of the Insured Journey giving rise to a legitimate claim under **1.1 Emergency medical**, the Insured Journey shall automatically be extended.

4. **Currency**

All amounts are shown in South African Rand (ZAR). If expenses are incurred in a foreign currency the rate of exchange used will be the rate at the time of incurring the expense or suffering a loss.

5. **Endorsements**

At the discretion of the Company, this Policy may be extended, amended or altered. Provided that application is made in writing to the Company prior to the expiry of the existing Policy and there are neither existing nor initiated claims on the existing Policy. This Policy may be extended, amended or altered at the discretion of the Company. The Company may choose to charge an additional premium.

6. **Information**

By acceptance of this contract of insurance or the benefits under this Policy the Policyholder or Insured Person acknowledges that the sharing of claims and underwriting information by the Company is essential to enable the Company to underwrite policies, assess risks fairly, ensure compliance with all and necessary applicable legislation, regulations and business compliance requirements (including any overseas laws, regulations and compliance requirements binding on the Company) and to reduce the incidence of fraudulent claims, in the public interest and with a view to limiting premiums. The Policyholder and or Insured person, on his own behalf and on behalf of any person he represents herein, hereby waives any right to privacy in any insurance information provided by him or on his behalf in respect of any insurance policy or claim made or lodged by him and he consents to such information being disclosed to any other party (including any subsidiary or parent company of the Company as well as any government or regulatory authority) who has a direct interest in the information disclosed by the Policyholder / Insured Person / his agent.

The Policyholder / Insured Person also acknowledges that the information provided by him may be verified against any other legitimate sources or databases and waives any rights of privacy and consent to the disclosure of any information relevant to any insurance policy or claim concerning him.

7. **Liability**

7.1. The Company shall not be liable or responsible for:



- a. the negligence, wrongful acts and/or omissions of any legal and/or health care professional or any other person or persons or legal entity that provide direct or indirect service to the Insured Person;
- b. the failure of any agent or broker to explain adequately the terms, conditions, endorsements, terminations and exclusions of this Policy.

7.2. Should any discrepancies arise between this Policy and any literature received by the Insured Person, the Terms, Conditions, Endorsements, Terminations and Exclusions in this Policy will govern in all cases.

8. **Language**

The official version of this Policy is in English. Words in the singular include the plural and vice versa and words in the masculine gender include the feminine gender.

9. **Marketing**

Should any discrepancies arise between the Policy and any literature received by the Insured Person, the Terms, Conditions, Endorsements, Terminations and Exclusions in the Master Policy will govern in all cases. Any Insured Person may inspect the Master Policy at any time by arrangement with the policyholder.

10. **Medical and Related Expenses**

This policy will not provide indemnity for Medical and Related Expenses which are incurred, arise from or relate directly or indirectly to any Medical Treatment, advice or any other related medical services provided and or incurred in South Africa.

11. **Misrepresentation**

This Policy shall be voidable (at the discretion of the Company) in the event of misrepresentation, misdescription or non-disclosure by or on behalf of the Insured Person of any information material to this Policy.

12. **Other financial products and services**

The Company will accept no liability whatsoever for any of the insurance or other financial products or services which are sold in conjunction with this Policy that are provided or underwritten by any other insurance or assurance companies and/or assistance companies and/or financial providers.

13. **Other insurance**

Except for **2. Accidental death and disability**, if the Insured Person is able to claim under any other policies to be covered for the whole or any part of an Insured Event ("Other Claims"), the Company will only be liable to pay its pro rata portion of the claim submitted in terms of this Policy.

13.1 If in the Company's discretion it decides to pay the claim in full, then it will not be obliged to make payment unless the Insured Person cedes to the Company all of their rights in respect of the Other Claims.

13.2 If the Company has already paid benefits in terms of this Policy, all of the Insured Person's rights in respect of the Other Claims will be ceded automatically to the Company.

13.3 A cession in terms of 13.1 or 13.2 above will allow the Company to do all things necessary to claim against the other insurer or company and institute legal proceedings against that other insurer or company if the Other Claim is not paid.

13.4 Without limiting any provision of this Policy or any legal obligation, the Insured Person must cooperate fully with the Company in relation to the Other Claim or legal proceedings including:

- a. not doing anything to prejudice or limit the Company's rights;
- b. giving the Company whatever information and documents it may require;
- c. signing any document or affidavit that the Company may request to enable it to exercise its rights.

d. The Insured Person authorises the Company to contact its household insurers, medical insurers, other insurers or any liable third parties (airlines, cruise companies etc.) regarding a contribution to a valid claim.



14. **Payment of benefits**

This Policy is between the Company and the Insured Person only and all of its provisions and conditions are for the sole and exclusive benefit of those parties. Nothing in this Policy, expressed or implied, is intended to confer upon any other person any rights or remedies of any nature whatsoever under this Policy or any of its provisions. Without limitation, no third party shall have any rights under this Policy or any right to receive Policy benefits.

Receipt of Benefits paid as follows will be a valid discharge of the Company's liability under this Policy:

14.1 For Emergency Medical and Related Expenses on an International Journey, the benefit will be paid to the provider of such Medical Expenses.

14.2 This Policy cannot be ceded, assigned or in any way transferred to a third party. Benefits shall be payable only to the Insured Person or his legal representative.

15. **Public Conveyance tickets**

The Company has the right to utilise the Insured Person's Public Conveyance ticket to offset the Company's expenses.

16. **Schedule of Benefits**

The Schedule of Benefits referred to in this policy wording is the Schedule of Benefits used in this policy wording and in the marketing material. The policy wording is to be read in conjunction with the Schedule of Benefits and vice versa.

17. **South African Law**

This Policy will be governed by the laws of South Africa and its courts shall have exclusive jurisdiction to the exclusion of the courts of any other country.

18. **Subrogation**

The Company has the right to commence or take over legal proceedings in the Insured Person's name for the defence or settlement of any claim, or to sue or prosecute any other party to recover monies payable by them at law. The Insured Person must co-operate with the Company and do nothing to hinder the Company's rights.

19. **Tax or imposts**

The onus will always be on the Insured Person to ensure, correctly admit and pay any tax liability in consideration of any benefit being paid that may incur tax or imposts of any nature.

20. **Residence Limitation**

This policy offers coverage only to individuals ordinarily resident in the Republic of South Africa and is null and void as to non-residents of the Republic of South Africa.

## Claims conditions

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1. **Compliance**



The Insured Person must follow the Company's advice or instruction otherwise the Company may decline to pay the whole or any part of the claim.

2. **Notification**

If the Insured Person wants the Company to pay for any benefit in excess of R5, 000, AIG Travel must be contacted and their prior written agreement must be obtained. If not approved by AIG Travel, the Company's liability could be limited to R5, 000 for any one Insured Event.

3. **Legal action**

If the Company denies liability for any claim and the Insured Person does not institute legal action and serve summons on the Company (or initiate arbitration proceedings if the Company has agreed to submit to arbitration) within 12 months after such repudiation, all benefits of such claim shall be forfeited.

4. **Notice of claim and proof of loss**

4.1 The Insured Person must give the Company notice in writing:

- a. within 90 days of an Accident which may give rise to a claim under section 2 of this Policy. Any benefit related to death will only be payable if the Company receives written notification of the death within 30 days. The Company shall have the right to have a post mortem examination of the body conducted.
- b. within 30 days of any other occurrence which may give rise to a claim under this Policy.

4.2 The Insured Person must, at its own cost, provide whatever certificates, information and documented evidence is required by the Company regarding the Insured Event.

5. **Recoveries**

All recoveries net of the Company's actual recovery costs will be distributed firstly to the Company for all amounts paid and any remainder will be paid to the Insured Person.

6. **Fraudulent Claims**

If the Insured Person or anyone acting on his behalf uses any fraudulent means or devices to obtain any benefit, then any amount payable in respect of such claim shall be forfeited.

7. **General**

7.1 The Insured Person shall submit to medical examination at the expense of the Company as often as shall be required in connection with any claim. Any report generated as a result of such examination shall be the property of the Company and shall be deemed to be confidential information of the Company.

7.2 Medical Treatment shall be sought and followed promptly on the occurrence of an Injury or Illness and the Company shall not be liable for that part of any claim which in the opinion of a Medical Practitioner arises from the unreasonable or wilful neglect or failure of any Insured Person to seek and remain under the care of a qualified Medical Practitioner.

7.3 All claims arising from criminal incidents are to be supported and accompanied by a certified police report.

7.4 The due observance and fulfilment of the Policy insofar as it relates to anything being done or complied with by the Insured Person, shall be a condition precedent to liability to make any payment under this Policy.

7.5 The Company shall have the right to access any current or prior medical records of the Insured Person in order to finalise and/or proceed with the assessment of a claim and/or render medical assistance. By virtue of this clause, the Insured Person shall be deemed to have given the Company written consent to access any of the Insured Person's current or prior medical records.

7.6 No amount payable in terms of this Policy shall bear any interest.

## Claims procedures

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A completed claim form that has been signed by the Insured Person, copies of the airline ticket, the Policy Receipt or Schedule, and other items that may be necessary, are required on all claims together with the





following documents for the different types of losses.

#### **Emergency Medical Expenses**

1. All bills to be submitted with claims.
2. If Illness is possibly pre-existing then the Insured Person is to supply his normal Medical Practitioner's report stating what treatment was received prior to the commencement of the Insured Journey, unless additional premium has been received to purchase Waiver of Pre-existing Conditions.
3. Name of the Medical Practitioner as well as his address and telephone number.

#### **Death, Permanent Total Disability and Injury**

1. Medical Reports.
2. Death Certificate indicating cause of death.
3. Inquest and post mortem reports.
4. Police Report if death is due to a motor accident. The police station and reference number if death is the subject of criminal investigation.
5. Claim Notification Period for this Section will be 90 days.

#### **Baggage Delay**

1. Passenger/Property irregularity report from the transport provider must be submitted with any claim and the Company's liability is subject to it receiving original receipts for the essential expenses incurred.
2. Receipts for reasonable essential expenses purchased, to be submitted.

#### **Travel Delay**

1. Letter from airline/s detailing reason for the delay.
2. Receipts for essential expenses to be submitted.

#### **Motor Hijack**

1. Police Report and Case Number.

## **What is not covered or excluded?**

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The Company will not be liable to pay any Benefit or cover any loss, injury, damage or legal liability sustained directly or indirectly by or caused by or arising directly or indirectly from:

1. War, invasion, act of foreign enemy, hostilities, civil war, rebellion, revolution, insurrection or military or usurped power, labour disturbances, riot, strike or lock-out, however, the Insured Person will continue to be entitled to be covered for 7 calendar days from the start of the hostilities in case he is surprised by such events abroad and insofar as he does not actively participate in them ; or
2. the intentional use of military force to intercept, prevent, or mitigate any known or suspected Terrorist Act; or
3. any Terrorist Act or bomb incident or threat thereof; or
4. any terrorist or member of a terrorist organization, narcotics trafficker, or purveyor of nuclear, chemical or biological weapons; or
5. the use, release or escape of nuclear materials that directly or indirectly results in ionising, radiation or contamination by radioactivity from any nuclear fuel or from nuclear weapons materials. For the purpose of this exclusion only combustion shall include any self-sustaining process of nuclear fission; or
6. the dispersal or application of pathogenic or poisonous biological or chemical materials; or



7. being in active service or on duty with or undergoing training with any military or police force, or militia or paramilitary organisation; or
8. engaging in occupational activities underground or requiring the use of explosives; or
9. wilful or deliberate exposure to danger (except in an attempt to save human life), intentional self-inflicted injury, suicide or attempt thereof; or
10. deliberate violation of criminal law; or
11. travelling by air or acting as part of an aircraft crew, except where the Insured Person is travelling as a fare-paying passenger on an aircraft that belongs to an airline company duly registered for the transport of fare-paying passengers on regular and published scheduled routes; or
12. mental disorders including, but not limited to anxiety disorders, eating disorders, psychotic disorders, affective disorders, personality disorders, substance use disorders, somatoform disorders, dissociate disorders, psychosexual disorders, adjustment disorders, organic mental disorders, mental retardation and autism; or
13. pregnancy or childbirth of the Insured Person (except for an unexpected medical complication or emergency occurring during the first 26 weeks of the pregnancy); or
14. sexually transmitted diseases and the conditions commonly known as AIDS or HIV and/or any related illness or condition including derivatives or variations thereof, howsoever, acquired or caused; or
15. chronic fatigue syndrome or myalgic encephalomyelitis (M.E.) (anticardiolipin antibody positivity) or the illness commonly referred to as yuppie flu; or
16. non-adherence or travelling against medical advice or travelling when unfit to do so; or
17.
  - a. an Insured Person being under the influence of alcohol with more than the legal limit of alcohol in his blood or breath; or
  - b. an Insured Person being under the influence of drugs or narcotics unless such drugs or narcotics were administered by a Medical Practitioner or unless prescribed by and taken in accordance with the directions of a Medical Practitioner; or
  - c. an Accident occurring whilst an Insured Person was driving a motor vehicle with more than the legal limit of alcohol in his blood or breath; or
  - d. alcohol abuse, alcoholism, substance abuse, solvent abuse, drug abuse or addictive conditions of any kind; or
18.
  - a. any Pre-existing Medical Condition; or
  - b. any cardiac or cardio vascular or vascular or cerebro vascular illness or conditions or sequelae thereof or complications that can reasonably be related thereto, if the Insured Person has received medical advice or treatment (including medication) for hypertension 12 months prior to the commencement of the Insured Journey; or
19. any condition known to the Insured Person prior to the Effective Date of Coverage, where the Insured Person:
  - a. is on the waiting list for Medical Treatment; or
  - b. is travelling for the purpose of obtaining Medical Treatment (even if this is not the sole reason for the Insured Journey); or
  - c. has received a terminal prognosis; or
  - d. has been recommended to continue or to commence any Medical Treatment or medication after the Effective Date of Coverage; or
20. employment involving Manual Labour ; or
21. undertaking employment on a permanent or contract basis which is not casual; or
22. participating in any sport as a Professional Player; or
23. all dangerous sports or activities listed under the sports and activities section; or
24. Any claim arising from using a two-wheeled motor vehicle where the engine capacity exceeds 200cc and/or is under control of an unlicensed driver and/or where a crash helmet is not worn; or
25. Consequential loss of any kind or financial loss and/or expense not otherwise specifically covered; or
26. any claim arising from the tour operator, airline or any other company, firm or person becoming insolvent, or being unable or unwilling to fulfil any part of their obligation to the Insured Person; or



- 27. open ended tickets, if purchased for emigration purposes or otherwise; or
- 28. Any search and rescue costs; or
- 29. For any expenses that you would normally incur regarding your trip; or
- 30. Being a crew member on a ship.
- 31. Policies that cover South African residents can only cover medical cost incurred outside of South Africa, (the policy cannot cover medical expenses incurred in South Africa)

If the Company alleges that by reason of any of the above exclusions, loss or damage is not covered by this Policy, the burden of proving the contrary shall rest on the Insured Person.

## Sports and activities

Cover is available for sports and activities under **1. Emergency medical and related expense** and **2. Accidental death and disability**.

### What is not covered or excluded?

#### Dangerous sports or activities definition:

Any sport or sporting activities that present a high level of inherent danger (i.e. involves a high level of expertise, exceptional physical exertion, highly specialized gear or stunts).

Dangerous sports or activities **do not mean** usual tourist activities that are accessible to the general public without restriction (other than height or general health or fitness warnings) and which are provided by a recognized local tour operator.

**The participation or practice in any of the dangerous sports or activities listed below is excluded on this policy:**

4-wheel all-terrain vehicle (ATV); or	parasailing; or
travel on a motorcycle; or	piloting and aircraft; or
biathlons; or	sail-planing; or
big wave surfing; or	scuba diving (depths greater than 50 meters); or
bungee jumping; or	ski cycle; or
canoeing down rapids; or	skydiving; or
cliff jumping; or	spelunking; or
glider flying; or	stunt riding; or
hang gliding; or	trampolines; or
horse jumping; or	triathlons; or
jet ski; or	tubing; or
kickboxing; or	ultra marathons; or
motorsport; or	wakeboarding; or
other like recreational vehicles; or	water skiing.
parachuting; or	



### Sports and activities exclusions:

1. Participation in any professional sport as a professional player or trainer; or
2. Participation in any dangerous sports or activities.

### Sports and activities conditions:

You must follow the safety guidelines for the activity concerned and where applicable use the appropriate and recommended safety equipment;

## What are you covered for?

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### 1. Emergency medical and related expenses and assistance

#### 1.1. Emergency medical and related expenses

##### 1.1.1. Illness

##### 1.1.2. Injury

#### **International Journey and Inbound Journey**

If an Insured Person whilst travelling on an International Journey or Inbound Journey incurs Medical Expenses as a result of Illness or Injury, the Company will pay for those expenses.

##### 1.1.3. Visit by a Family Member

If the Insured Person suffers Illness or Injury resulting in him being hospitalised for a period of more than 5 consecutive days, the Company will pay, subject to medical advice and the Company's written agreement, the reasonable expenses including additional accommodation and travelling expenses, telephone costs, meals and beverages of necessity incurred by one Relative to travel to, remain with, or accompany him back to his Point of Departure.

##### 1.1.4. Return of Children

If the Insured Person's accompanying Children are left stranded at the time of him being confined to a Hospital or his repatriation or Death, the Company will amend their existing tickets or if not possible, arrange and pay the reasonable expense, for their transportation back to the Point of Departure, with a qualified escort if necessary, provided they are also insured under this Policy or a Travel Guard Policy.

##### 1.1.5. Return of Travel Companion

In the event of the Insured Person being confined to a Hospital or his repatriation or death, We will amend his Travel Companion's existing tickets or if not possible, arrange and pay the reasonable expense, for their transportation back to the Point of Departure, with a qualified escort if necessary, provided they are also insured under this Policy or a Travel Guard Policy.

##### 1.1.6. Return of Mortal Remains

If an Insured Person dies, the company will pay the reasonable cost of returning his mortal remains to the Point of Departure.



## **1.2. AIG Travel**

An Insured Person is entitled to the worldwide services of AIG Travel. In the event of a medical or other emergency, the Insured Person must call the AIG Travel number shown on the Policy Certificate which has been supplied to the Insured Person and which should be carried by all Insured Persons during an Insured Journey.

AIG Travel has a worldwide team of doctors, medical professionals and insurance specialists who are available 24 hours a day for advice and assistance for medical emergencies that the Insured Person might encounter during an Insured Journey.

AIG Travel arranges access to the following services free of charge, subject to the Policy terms and conditions:

### **1.2.1. Cash Assistance**

If as a result of Theft, loss, Illness or Injury the Insured Person requires funds to pay for travel or accommodation, AIG Travel will advise him or his representative on how to obtain additional funds. AIG Travel will charge an administration fee for this advice.

### **1.2.2. Consular referral**

Wherever possible AIG Travel will provide an Insured Person with the details of the representative of the relevant consulate.

### **1.2.3. Emergency travel and accommodation arrangements**

Wherever possible AIG Travel will provide an Insured Person all reasonable, possible and practical assistance in arranging emergency alternative transportation and accommodation.

### **1.2.4. Premature Return in case of Death or imminent death of a Relative or Business Associate**

In the event of death or imminent death of an Insured Person's Relative or Business Associate, the Company will provide reasonable and practical assistance in arranging for the conversion or amendment of his travel ticket to return to the Point of Departure as soon as possible.

### **1.2.5. Transmission of urgent messages**

AIG Travel will transmit urgent (personal) messages on behalf of or to an Insured Person in the event of travel delay, Illness or Injury.

### **1.2.6. 24 Hour Medical Emergency and Assistance Telephone line**

The AIG Travel medical personnel, including, paramedics, nurses and doctors, are available 24 hours per day to provide general medical advice and information. This is an advisory service, as a telephonic conversation does not constitute an accurate diagnosis.

### **1.2.7. Replacement of Lost Travel Documents**

Wherever possible AIG Travel will provide an Insured Person with all reasonable, possible and practical assistance in arranging emergency alternative travel documents.

### **1.2.8. Legal Assistance Abroad**

If the Insured Person is imprisoned or threatened with imprisonment, the Company will assist him in finding a lawyer.

#### **AIG Travel: specific conditions**

1. The Company shall have complete control over the legal proceedings.



2. The lawyer nominated by the Company must be qualified to practice in the court of the country where the event, giving rise to the claim, occurred or where the Insured Person is resident. The Insured Person, acting reasonably, does not have to accept the lawyer nominated by the Company. If the Insured Person does not agree with the Company regarding the suitability of the lawyer, the Company will ask the ruling body for lawyers in that country to nominate another lawyer. In the interim the Company may appoint a lawyer to protect the Insured Person's interests.
3. If an award or compensation is made and payment is received by the Insured Person or a lawyer instructed on his behalf, then all sums advanced or paid by the Company shall be refunded to the Company.
4. The Insured Person must notify the Company as soon as possible of any incident which may give rise to a claim but in any event not later than 48 hours after the incident.

#### **AIG Travel: specific exclusions**

The Company will not pay for costs or expenses:

1. incurred without prior authorisation by AIG Travel; or
2. in respect of the pursuit of a claim against the Company, AIG Travel, a travel agent, tour operator or conveyance carrier; or
3. incurred as a result of actions between Insured Persons, or actions pursued in order to obtain satisfaction of a judgement or legally binding decision; or
4. in respect of claims caused by any member of the Insured Person's family or household.

#### **1.3. Medical evacuation, repatriation or transport to medical centre expenses**

If an Insured Person suffers an Illness or Injury covered under Section 1.1 - Medical Expenses that necessitates emergency transportation, the Company will:

1. transfer the Insured Person to another location to obtain necessary Medical Treatment; and/or
2. repatriate the Insured Person to his Point of Departure; and/or
3. pay for the cost of the required service including the necessary accompanying medical staff.

#### **Medical evacuation, repatriation or transport to medical centre: specific conditions**

1. If the Insured Person wants the Company to pay for emergency transportation, AIG Travel must be contacted and their prior written agreement obtained. (This requirement does not include in-country emergency ambulance transfers from place of Illness or Injury to a Hospital, which will be paid for by the Company provided that such service was medically necessary or was authorised by a local authority such as the police or a medical officer.)
2. The Company will decide where and how to move the Insured Person depending on the medical advice received.
3. The Company will use the Insured Person's return ticket towards their costs if he is returned to his Point of Departure.

#### **1.4. Hospital cash benefit (confinement)**

The Company will pay for Confinement as a result of Injury or Illness whilst on an International Journey. The Company will pay for each complete Day of Confinement.

#### **Emergency medical and related expenses and assistance: specific conditions**

1. If the Insured Person wants the Company to pay for any medical expenses in excess of R5, 000, AIG Travel must be contacted and their prior written agreement must be obtained. If not approved by AIG Travel, the Company's liability will be limited to R5, 000 for any one Insured Event.
2. Medical Expenses as a result of emergency dental treatment are limited to dentistry received within 30 days of the Accident.



3. Medical and Related Expenses shall only be paid until such time as a Medical Practitioner appointed by the Company decides that an Insured Person is capable of being repatriated. If the Insured Person is capable of being repatriated and elects not to return to the Point of Departure, all expenses incurred in respect of the occurrence will be for the Insured Person's own account.

**Emergency medical and related expenses and assistance: specific exclusions**

The Company will not pay for any medical expenses:

1. incurred for continuing treatment, including any medication commenced prior to the commencement date of the Insured Journey, which the Insured Person has been advised to continue whilst on an Insured Journey; or
2. incurred within South Africa..
3. incurred due to investigatory treatment that is not specified by a Medical Practitioner as immediately necessary; or
4. for fillings or crowns of precious metal; or
5. for any procedures relating to dental or oral hygiene; or
6. for specialist Medical Treatment without referral from a Medical Practitioner; or
7. relating to contraceptive devices, prosthetic devices, medical appliances or artificial aids; or
8. for preventative treatment, including but not limited to any vaccination and/or immunisation; or
9. in excess of R1,000 for either physiotherapy or chiropractic treatment, unless confined to a Hospital; or

**2. Accidental death and disability**

**2.1 In-flight / Public conveyance cover**

If an Insured Person sustains an Injury resulting in an Insured Event described in the Table of Benefits below, the Company will pay the Insured Person or his legal representative the compensation as stated in the Table of Benefits below to the limits stated in the Schedule of Benefits.

Cover applies if an Insured Person sustains Injury any time during the period of an Insured Journey while riding in or upon, boarding or alighting from any Public Conveyance being used as a means of air transportation.

**3.2 24 hour cover**

If an Insured Person sustains an Injury resulting in an Insured Event described in the Table of Benefits below, the Company will pay the Insured Person or his legal representative the compensation as stated in the Table of Benefits below to the limits stated in the Schedule of Benefits.

If an Insured Person disappears and after 24 consecutive calendar months it is reasonable for the Company to believe that he may have died due to an Injury, the Company will pay the benefit subject to receipt of a signed undertaking by his Beneficiary that such compensation shall be refunded if it is later demonstrated that he did not die as a result of an Injury. This written undertaking will be required at the point where this benefit becomes payable.

Cover applies any time during the period of an Insured Journey other than when covered under Section 2.1.

Insured event	Compensation expressed as a percentage of the sum insured
<b>Death</b>	
1. As a result of an Accident	100%
2. Disappearance	100%



3. Death as a direct result of exposure to the elements of nature as a direct result of an Accident	100%
<b>Permanent Total Disability</b>	
1. As a result of an Accident	100%
2. Permanent Total Disability as a direct result of exposure to the elements of nature as a direct result of an Accident	100%

### Accidental death and disability: specific conditions

1. The Company will not pay for any benefit in respect of:
  - a. Permanent Total Disability except on submission of satisfactory proof to the Company that the disablement will in all probability continue for the remainder of an Insured Person's life;
  - b. more than 100% of the sum insured when more than one Injury arises from the same Accident;
  - c. more than one category for more than 100% of the sum insured. The benefit payable will be the highest in the appropriate category.
2. If the Insured Person sustains Permanent Total Disability and the claim in relation to that disability is admitted and accepted, the benefit will be paid and all cover under this Section 2.2 in respect of such Insured Person shall cease.
3. The diagnosis and determination of Permanent Total Disability must be made and documented by a Medical Practitioner and must be continuous and permanent for at least 12 consecutive months from the onset of the disablement.
4. If the Insured Person's existing ailment, infirmity or other abnormal physical or mental condition is aggravated by an Accident, the Benefit amount will be determined by the degree of the deterioration of the existing ailment after the Accident and the Benefit will be paid accordingly. The degree of ailment, infirmity or other abnormal physical or mental condition before the Accident will be determined by medical evidence.
5. If the consequences of an Accident are aggravated owing to an Insured Person's existing ailment, infirmity or other abnormal physical or mental condition, determination of the benefit will be based on the consequences the Accident would have had, had such defects not existed. The foregoing shall not apply, however, if such circumstances are a consequence of an earlier Accident to the Insured Person, for which benefit has been or will be paid under this Policy.
6. If an Insured Person dies of natural causes prior to the final disablement assessment relating to an Insured Event, the Company will pay what reasonably would have had to be paid for such Permanent Disability in accordance with Specific Condition 1.b. above.
7. In the event of death of Children, the benefit payable will be subject to the amount legislated by law at the time of the death.
8. Children are excluded from any benefit for occupational disability under Permanent Total Disability.

### 3. Hijack - public conveyance

The Company will pay the benefit in the Schedule of Benefits in the event of the unlawful seizure or wrongful exercise of control of a Public Conveyance in which the Insured Person is travelling (including the crew thereof) provided that such seizure or wrongful control continues for a period of time greater than 12 hours.

### 4. Baggage delay





#### **4.1 Baggage delay**

The Company will reimburse the Insured Person for reasonable essential expenses incurred, for the emergency replacement of essential items if his baggage is delayed, misdirected or temporarily misplaced by a carrier. The baggage delay must exceed the Excess.

##### **Baggage delay: specific conditions**

1. Confiscation or requisition by customs or other government authority cannot form the basis of a claim for loss or expenses.
2. Claims in respect of essential clothing or requisites purchased as a result of delayed baggage will only be considered if items have been purchased within 4 days after the actual arrival time at the intended destination.
3. If baggage appears to be delayed or lost at the destination airport, the Insured Person must formally notify the relevant carrier airline immediately.

## **5. Travel delay – ONLY APPLICABLE TO TITANIUM AND PLATINUM CARDS**

### **5.1 Travel delay**

The Company will reimburse the Insured Person for reasonable essential expenses incurred, and for such amount incurred above the Excess, following unforeseen travel delay resulting from:

1. Accidental Loss or Theft of travel documents (travel tickets, passports and visas).
2. An accident or mechanical/electrical breakdown involving the transport in which he arranged to travel or was travelling for the purpose of reaching the Point of Departure and/or departure point from which he had intended commencing an onward journey.
3. Delay of a scheduled departure of a Public Conveyance due to:
  - a. industrial dispute, strike or action; or
  - b. adverse weather conditions including cyclones, tornados, floods, typhoons, blizzards, or natural disasters in the country to or through which he is travelling; or
  - c. mechanical/electrical breakdown; or
  - d. public transports services failure.

##### **Travel delay: specific conditions**

The travel delay must exceed the Excess.

##### **Travel delay: specific exclusions**

The Company will not pay for expenses incurred:

1. where comparable alternative onward transportation has been made available to the Insured Person within the Excess after the scheduled departure time of a booked flight or within the Excess after an actual flight arrival (in the case of a connecting flight); or
2. where the Insured Person fails to check in according to the itinerary supplied, unless such failure was due to a strike or industrial action; or
3. where the delay is due to industrial dispute, strike or action which existed or for which advance notice had been given on or before the date on which the Insured Journey commenced; or
4. where the delay is due to the withdrawal from service temporarily or permanently of any Public Conveyance on the orders or recommendation of any Port Authority or the Civil Aviation Authority or any similar body in any country in which advance notice had been given on or before the date on which the Insured Journey commenced; or
5. for carrier caused delays where the cost of expenses is recoverable from the carrier.

## **6. Personal liability – ONLY APPLICABLE TO TITANIUM AND PLATINUM CARDS**

The Company will pay all damages, compensation and legal expenses for which the Insured Person becomes legally liable as a result of his actions causing:

1. Injury, including resultant death, of another person;
2. loss of or damage to property.



#### **Personal liability: specific conditions**

1. It is a condition of payment that the Insured Person not admit fault or liability to any other person without the Company's prior written consent.
2. No offer, promise, payment or indemnity may be made by the Insured Person without the Company's prior written consent.
3. The Insured Person must give the Company written notice with full particulars of an event that may give rise to a claim within 30 days of the conclusion of an Insured Journey.
4. Every letter, writ, summons and process must be forwarded to the Company as soon as possible.
5. The Company is entitled to take over the defence and settlement of claim in the name of the Insured Person for the Company's benefit. The Company shall have full discretion in the conduct of any proceedings and settlement of the claim.
6. The Company may at any time pay the Insured Person the amount for which a claim can be settled less any damages already paid. The Company will then be under no further liability other than for costs and expenses incurred prior to making such payment.
7. No indemnity will be provided for legal liability arising from Injury or loss as a result of any wilful or malicious act of the Insured Person.

#### **Personal liability: specific exclusions**

The Company will not pay damages, compensation or legal expenses in respect of any liability directly or indirectly arising out of or in connection with:

1. Injury to the Insured Person or to any member of his family ordinarily residing with him; or
2. injury to the Insured Person or his employees arising out of or in the course of employment; or
3. loss of or damage to property owned by or in control of the Insured Person or any member of his family ordinarily residing with him; or
4. the ownership, possession or use by or on behalf of the Insured Person 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) or animals; or
5. loss of or damage to property or Injury arising out of the Insured Person's profession, Business or trade, or out of professional advice given by him; or
6. any contract unless such liability would have arisen in the absence of that contract; or
7. judgements which are not in the first instance either delivered by or obtained from a court of competent jurisdiction within South Africa or the country in which the event occurred giving rise to the Insured Person's liability; or
8. any claim for fines, penalties, punitive, exemplary, aggravated or vindictive damages.



## Disclosure Notice

<b>About your Financial Services Provider (Sponsor Details)</b>
AIG South Africa Limited is both the product supplier and the FSP in this instance; therefore AIG South Africa Limited has a 100% financial interest in this transaction. AIG's FSP Number is 15805.
AIG South Africa Limited has Professional Indemnity and Fidelity Insurance.
<b>About your Financial Services Provider (Claims and Policy Administration)</b>
AIG South Africa Limited administers all claims and claim administration matters, please contact: PO Box 31983, Braamfontein, 2017; Tel: 0860 104 146; Tel: +27 (0)11 525 3101; Fax: +27 (0)11 551 8290; Email: <a href="mailto:satravelclaims@aig.com">satravelclaims@aig.com</a> . For a detailed claims procedure, Please refer to the Claims Procedure in the Policy Wording. If you have any complaint regarding a claim, please contact the AIG Claims on the above details.
<b>Travel Agents</b>
Travel Agents earn 20% commission on all policies. A Registered Travel Agent with AIG South Africa Limited is in possession of the required written mandate to act on behalf of AIG South Africa Limited and is authorised to provide information about the AIG Leisure and Business Travel Policies and intermediary services with regard to the sale of the product.
<b>About the Product</b>
This Travel Insurance policy is a Short-Term Insurance policy. It does not have a surrender or maturity value.
For the complete nature and extent of benefits – PLEASE REFER TO THE POLICY WORDING.
For your monetary obligations, premium payment obligations, manner and frequency thereof, and the consequences of non-payment of premium – PLEASE REFER TO THE POLICY WORDING.
Details of special conditions, exclusions, excesses or restrictions – PLEASE REFER TO THE POLICY WORDING.
<b>About the Insurer (Product Supplier)</b>
This Travel Insurance Policy is underwritten by AIG South Africa Limited (Registration no. 1962/003192/06) AIG South Africa Ltd contact details are: 1 <sup>st</sup> & 2 <sup>nd</sup> Floor, Sandown Mews West, 88 Stella Street, Sandown, 2196; PO Box 31983, Braamfontein, 2017; General Switchboard Tel: +27 (0)11 551 8000.
If you have any queries about this product, please contact: The AIG Contact Centre Tel: 0861 114 494; Tel: +27 (0) 11 525 3115.
The Customer Care Unit, AIG South Africa Limited, PO Box 31983, Braamfontein, 2017 Tel: 0861 488 864 / 0860 111 601 Fax: +27 11 551 8894 Email: <a href="mailto:sacomplaints@aig.com">sacomplaints@aig.com</a>
Compliance Officer details: The Compliance Officer, AIG South Africa Limited PO Box 31983, Braamfontein, 2017; Tel: +27 (0)11 551 8000; Fax: +27 (0)11 551 8811; (e-mail) <a href="mailto:AIG-SACompliance@aig.com">AIG-SACompliance@aig.com</a>
<b>Matters of Importance</b>



1. If you have a complaint about this policy, please first try and resolve it with either of the Financial Service Providers stated above.
2. If the matter cannot be resolved, please then submit a complaint in writing to the Customer Care Unit, PO Box 31983, Braamfontein, 2017 or email to [sacomplaints@aig.com](mailto:sacomplaints@aig.com)
3. If you have a dispute regarding a claim that is not resolved by the FSP to your satisfaction, you may submit the complaint to the Ombudsman for Short-term Insurance, contact details below.
4. All material facts must be accurately, fully and properly disclosed by you. All information provided by you or on your behalf is your own responsibility. You need to be satisfied with the accuracy of any transaction submitted by your Financial Services Provider on your behalf.
5. Misrepresentation, incorrect or non-disclosure by you of any material facts or circumstances may impact negatively on any claims arising from your insurance contract.
6. You are entitled to a full copy of the policy. If you have not received a copy within 30 days, please contact your FSP without delay. The policy wording and the Transit Insurance Certificate must be read as one document.

**Particulars of The Short-term Insurance Ombudsman who is available to advise you in the event of claim problems which are not satisfactorily resolved by your Financial Services Provider and/or the insurer:**

**The Short-term Insurance Ombudsman**  
**P O Box 32334**  
**Braamfontein**  
**2017**

Tel: +27 (0)11 726 8900  
Fax: +27 (0)11 726 5501

**24 hour emergency medical assistance helpline: +44 1273 721415 (United Kingdom)**

AIG South Africa Limited is a  
licensed Financial Services  
Provider. FSP Number 15805.  
Reg. No. 1962/003192/06

### **Consent to use, process, disseminate and store personal information.**

You acknowledge that the collection, use, processing and sharing of your personal information by AIG is essential to enable AIG to underwrite policies, assess risks fairly, verify the Personal Information given including conducting checks against legitimate databases, deliver against our contractual obligations, ensure compliance with all and necessary applicable legislation, regulations, business compliance requirements (including any overseas laws, regulations and compliance requirements binding on AIG) and to reduce the incidence of fraudulent claims, in the public interest with a view to limiting premiums.

You consent to the personal information supplied by you being disclosed to such other party, including any subsidiary or parent of AIG as well as any government or regulatory authority, **regardless of the country of location of such recipient**, who is required to have access to your personal information.

Provided that you have agreed to this, AIG may use your personal or other information to send you information on new services or products that may be of interest to you and from time to time will mail, email or SMS information to you about us, our products and services, or our partners and their products or services. If you do not wish to continue receiving this information you may contact us and AIG will remove you from our mailing list.

Whenever AIG outsources third party vendors to provide support services to us, AIG will bind them to our privacy policies as far as they may be required to have limited access to our customers' personal information to perform such services.

AIG will not disclose personal information to anyone outside AIG without your permission unless:



- AIG is compelled to do so by law or in terms of a court order;
- it is in the public interest to do so;
- it is necessary to protect our rights.