

Breakdown and Travel Formula Premium

Information document on the insurance product.

KBC Insurance NV - Belgium - authorised for all branches under code 0014.

Company: KBC Insurance

Product: VAB Breakdown and Travel Formula Premium Year

The purpose of this information document is to give you an overview of the main coverages and exclusions of this insurance. The document is not personalised according to your specific needs and the information it contains is not exhaustive. For any additional information on the insurance chosen and information regarding your obligations, please consult the pre-contractual information and contractual conditions of this insurance.

What type of insurance is this?

The *VAB Breakdown and Travel Formula Premium* is a collective insurance that VAB nv has taken out with KBC Insurance, which you can join at any time. This insurance offers year-round solutions if something goes wrong during your holiday or trip. This contract includes *Travel*-, *Luggage* and *Cancellation Insurance* in geographical Europe, *Breakdown assistance* and *Bicycle assistance* included. Optionally, you can take out the 'world' coverage.



What is insured?

Travel Insurance

- ✓ Customer choice: geographical Europe or global
- ✓ Medical expenses incurred abroad are reimbursed up to € 1,000,000 per person, after intervention by the health insurance fund and without exemption.
- ✓ Repatriation after illness or accident abroad, if your medical condition so requires.
- ✓ Intervention in additional accommodation costs if you are forced to stay longer at the end of your trip (e.g. *medical reasons, closure airspace or natural disaster*) or, on the contrary, urgently need to return early (e.g. *serious illness/ death of family up to second degree or serious damage to you home*).

Breakdown assistance auto/moto

We offer Breakdown assistance for a vehicle in Belgium and geographical Europe, excluding the Asian part of Turkey:

- ✓ Making the vehicle roadworthy in situ;
- ✓ If it is not possible to make the vehicle roadworthy again, transport to the most appropriate repair location, including the driver;
- ✓ Repatriation of the vehicle, including the driver and insured persons, to Belgium if necessary.

Cancellation insurance

- ✓ Choice Customer: geographical Europe or Worldwide.
- ✓ Each trip from one overnight stay at home or abroad.
- ✓ Reimbursement of cancellation or trip interruption costs up to € 2,500 per insured person per trip (*maximum of € 10,000 per trip per family*) following a guaranteed event. Optionally, these amounts can even be doubled;
- ✓ The reimbursement of the not-taken days of your trip because of a trip interruption by illness, accident or repatriation.

Luggage insurance

We insure your luggage and items up to a maximum of € 1,250 per person:

- ✓ Choice customer: geographical Europe or global;
- ✓ Robbery with violence, in your residence or on your person, threat or forced entry of a vehicle;
- ✓ Damage or destruction caused by a sudden and unexpected event, such as a collision;
- ✓ Luggage not delivered or damaged by the transport company.



What is not insured?

Travel Insurance

- ✗ Complications after the 24th week of pregnancy, childbirth or voluntary termination of pregnancy;
- ✗ Diseases existing at the start of the journey, unless an abnormal or unexpected aggravation occurs during the journey;
- ✗ Practising sports, such as motor sports, speed sports, mountaineering, martial arts and aerial sports.

Breakdown assistance auto/moto

- ✗ Ordinary maintenance costs, the cost of spare parts or hourly wages charged by the garage;
- ✗ Costs for fuel or car lubricants;
- ✗ Events occurring outside the coverage area;
- ✗ A vehicle that is already in a repair location or in its immediate vicinity.

Cancellation insurance

- ✗ The illness or accident must be sufficiently serious and a reasonable impediment to your holiday;
- ✗ Cancellation of your trip because of injury resulting from an accident or illness for which there had already been a (para)medical treatment prescribed by the attending physician at the time of booking the trip or at the time of subscribing to the insurance contract. This exclusion does not apply if it concerns a condition for which no new medical treatment or medication is required for at least one month prior to booking the trip, and where, according to your treating physician, there is no medical contraindication to making the trip.
- ✗ Preventive or governmental measures due to force majeure situations such as war, terrorism, epidemic, natural disasters, among others.

Luggage insurance

- ✗ Damage to the item itself, by the mere fact that you use it; damage to the item caused by cleaning, processing or repairing;
- ✗ Damage that you have intentionally inflicted;
- ✗ Total or partial damage or theft of sports equipment (*except skis*) during their use.

Bike assistance

- ✓ 24/7 protection starting from your place of residence in Belgium. We also help you during your trips in the Netherlands and the Grand Duchy of Luxembourg;
- ✓ We help you with various types of bicycles: e-bikes, sports bikes and scooters (*max 50cc*) after an accident, technical defect, flat tyre, battery problem or vandalism;
- ✓ If it is not possible to solve the problem immediately, we will take you and your bike to the place in Belgium that is most suitable for repair.

Optional guarantees:

Replacement car Benelux

In the case of an unexpected breakdown or accident, you are entitled to a replacement vehicle if:

- The replacement car guarantee was signed and paid for in full beforehand;
- VAB nv cannot get your vehicle back up and running;
- Max 5 consecutive days, during repair

Replacement car geographical Europe

In the case of an unexpected breakdown or accident in geographical Europe (excl. Belgium), you are entitled to a replacement vehicle if:

- The replacement car guarantee was signed and paid for in full beforehand;
- The insured vehicle can not be repaired within 48h;
- Max 30 consecutive days during your trip

Extension Cancellation insurance

- Double the ceiling of your Cancellation insurance up to max € 5,000 per insured person per trip and max € 20,000 per trip for all family members combined.

Bike assistance

- ✗ Intervention for bicycle breakdown as a result of practising sport as a profession or for payment/sponsorship and the related training;
- ✗ Regularly recurring defect of the bicycle, as a result of inadequate maintenance;
- ✗ Assistance with bicycle locks, unless indisputable proof is provided that the right holder is the owner of the bicycle.

Optional guarantees:

Replacement car Benelux

The replacement car will be refused if:

- The guarantee was not signed and/or paid on time;
- The VAB road guard is of the opinion that the driver is unable to drive the vehicle safely;
- You are not in possession of a valid driving licence.

Replacement car geographical Europe

The replacement car will be refused if:

- The guarantee was not signed and/or paid on time;
- If no credit card can be presented to the rental company;
- You are not in possession of a valid driving licence.



Are there coverage restrictions?

- ! If you travel abroad for a longer period of time, the Personal assistance insurance only applies for the first 120 days. You can ask before departure for a temporary travel insurance for the additional days. For the other insurances, travel longer than 120 days is not insured;
- ! You must take out the *Cancellation insurance* at least 30 days before the date of departure. If the booking is made less than 30 days before the date of departure, the cancellation insurance may only be taken out on the date that the booking is made;
- ! There is a standard reimbursement limit of € 2,500 per trip per person and € 10,000 per trip for all family members combined. You can increase the reimbursement limits subject to the payment of an additional premium;
- ! In the case of the *Luggage insurance*, the compensation will be reduced by an exemption of € 50 per claim;
- ! A trip is understood to be a domestic or foreign trip with at least one booked overnight stay or for which it can be demonstrated by the production of a return ticket that it concerns a stay of at least 2 consecutive days;
- ! Bike assistance is only valid in Belgium, the Netherlands and the Grand Duchy of Luxembourg;
- ! Force majeure may be invoked as a valid reason for exclusion from the guarantees.



Where am I covered?

- ✓ The *Travel Insurance* is valid – depending on the chosen cover – in geographical Europe or worldwide;
- ✓ The *Luggage* and *Cancellation insurance* is valid – depending on the chosen cover – in geographical Europe or worldwide, including in Belgium, as long as there is at least 1 booked overnight stay outside domicile;
- ✓ *Breakdown assistance* auto/moto is valid in geographical Europe, including Belgium and excluding the Asian part of Turkey;
- ✓ *Bike assistance* is valid in Belgium, the Netherlands and the Grand Duchy of Luxembourg.



What are my obligations?

- When concluding the contract, you must provide us with honest, accurate and complete information about the risk to be insured;
- If, during the term of the contract, there are any changes to the risk for which you are insured, you must notify us;
- You must take all necessary precautions to avoid the occurrence of a claim;
- In the event of a claim, you must report it within the period stipulated in the general terms and conditions and take all reasonable measures to limit the consequences of the claim.



When and how do I pay?

You must pay the premium annually. You will receive an invitation to pay.



When does the cover start and end?

The starting date and duration of the insurance are stated in the special terms and conditions. Guarantees can take effect from the day after payment at the earliest. The agreement lasts for 1 year and is tacitly renewed for consecutive periods of one year, except when one of the parties cancels the contract.



How do I terminate my contract?

You can cancel the insurance contract no later than 2 months before the annual expiry date. According to Article 84 of the Insurance Act, a contract can be cancelled by registered letter delivered to the post office, by bailiff's writ or by delivery of the letter of cancellation against acknowledgement of receipt.

From the second policy year, you can cancel your contract at any time, with effect after 2 months from the day after the registered letter has been submitted, the service or the date of the acknowledgement of receipt. This early cancellation only applies to consumers within the meaning of Article I.1.2° of the Economic Code, namely natural persons acting outside their trade, business, craft or profession.

Registered office of the company: KBC Insurance NV, Professor Roger Van Overstraetenplein 2, 3000 Leuven, Belgium, BTW BE 0403.552.563, RPR Leuven, IBAN BE43 7300 0420 0601, BIC KREDBEBB. Authorised for all branches under code 0014 (R.D. 4 July 1979, B.S. 14 July 1979) by the National Bank of Belgium, de Berlaimontlaan 14, 1000 Brussels, Belgium