

OP-VISA PLATINUM TRAVEL CANCELLATION COVER

Statement of coverage and insurance
terms and conditions

Effective as of 1 January 2019



Pohjola Insurance



Statement of coverage

Your OP-Visa Platinum card includes Travel Cancellation Cover issued by Pohjola Insurance Ltd. Below is a short description of the cover. Please read carefully the insurance terms and conditions below because they describe the detailed content of the cover.

Pay for your trip abroad as Credit payments in order for Travel Cancellation Cover to be valid

The Travel Cancellation Cover included in your OP-Visa Platinum enables you to improve your insurance coverage considerably in case you need to cancel your journey abroad. When you have paid your journey abroad or the related services using your OP-Visa Platinum as a credit card, you can cancel your journey for any reason, say, due to a work-related obstacle.

To what compensation will you be entitled under the travel cancellation cover in your OP-Visa Platinum?

We will pay you 75% of the amount of costs arising from cancellation if you have to cancel

- a journey abroad,
- the related accommodation or
- various journey-related services, such as a rental car, excursion, concert tickets, diving lessons etc.

The maximum compensation for cancellation costs of a single journey amounts to 10,000 euros. Note! The cancellation cover does not apply to a journey in Finland or the services related to it.

Cancellation cover for all family members with one card

If you buy a journey abroad for all your family – your spouse and children – using OP-Visa Platinum as a credit card, we will pay compensation in case your journey and the related services are cancelled.

What to do if your journey is cancelled?

If your journey is cancelled for any reason, do as follows:

- Report the cancellation to your tour operator or service provider.
- Apply for refund from your tour operator or service provider for costs which it is obliged to refund and ask for a refund voucher.
- Log into our online services at www.op.fi and file a claim.

Insurance terms and conditions

1. Validity of insurance

The insurance covers costs of cancellation of a trip and the related services purchased in advance using OP-Visa Platinum as a credit card, irrespective of the reason for the cancellation. Clause 4 below (Compensation for cancellation) explains coverable cost in greater detail.

The insurance covers only the costs of cancellation of trips abroad from Finland and of the related services.

2. Those insured

In addition to the cardholder, those insured comprise the following persons leaving on or travelling with the cardholder on a journey:

- The cardholder's spouse or a person living in a registered partnership (civil union) or
- a cohabitant partner living in the same household (at the same address) and
- children of the cardholder or his/her spouse or cohabitant partner, or a person living in a registered partnership with the cardholder.

3. Sum insured

The maximum compensation for the cancellation costs of a single journey and the related services amounts to a total 10,000 euros for all insured. A single journey refers to a trip from Finland to a destination abroad and back.

4. Compensation for cancellation

The insurance covers 75% of the costs of a journey and the related services purchased in advance, using OP-Visa Platinum as a credit card. However, the maximum amount coverable under the insurance is the portion which, in accordance with legislation and the terms and conditions of the tour operator, service provider or event organiser, will remain the insured person's responsibility when he cancels his journey or related services.

The insurance covers the costs of a journey abroad from Finland and related services, such as those arising from

- travel tickets
- hotel and other accommodation
- car rentals
- fees for local excursions and attendance fees for local events

The beneficiary of compensation is the cardholder.

5. Exclusions from cover

Compensation will not be paid insofar as the insured person is or would be entitled to compensation under an agreement, guarantee or law, or in the form of damages paid by another party. The insurance does not cover

- costs of cancellation arising from a journey in Finland and the related services
- loss of bonuses or points
- indirect costs, such as telephone or postal charges
- costs arising from filing a claim

6. Claims and period for filing a claim

The policyholder must promptly inform the tour operator or the provider of travel services of cancellation of a journey or the related service. The policyholder must apply for a refund from the tour operator, service provider or event organiser for costs which it is obliged to refund under applicable legislation or its terms and conditions.

A claim is made by filing a loss report to the insurance company. The following information is required:

- Information on those insured
- Information on compensation paid by other parties or insurance companies
- Any other documents on paid costs, and
- The cardholder's bank account number for payment of compensation

A claim for compensation must be filed with the insurance company within one year of the date on which the claimant was informed of his entitlement to compensation.

7. Filing a complaint or an appeal

A policyholder or claimant dissatisfied with the insurance company's claim settlement decision may appeal against the decision in a number of ways. If the matter remains unsettled after the claimant has contacted the insurance company, s/he can request advice and counselling from the Finnish Financial Ombudsman Bureau FINE, or request a decision recommendation from the relevant board. A dissatisfied policyholder or claimant may also bring action against the insurance company in a district court.

The Finnish Financial Ombudsman Bureau FINE and the Finnish Insurance Complaints Board Porkkalankatu 1, FI-00180 Helsinki, tel. +358 9 6850120, fax +358 9 68501220, www.fine.fi.

Consumer Disputes Board: Hämeentie 3 A, P.O. Box 306, FI-00531 Helsinki, tel. +358 10 3665200, fax +358 10 3665249, www.kuluttajariita.fi, kril@oikeus.fi

If a claimant wishes to submit his claim case to a district court, he must submit it to the district court of his domicile in Finland or to the Helsinki District Court. Action must be brought within three years of the date when the claimant has received written notification of the insurance company's decision.

8. Applicable law

The insurance terms and conditions specify the content of the insurance contract. In addition, the Finnish Insurance Contracts Act and other relevant Finnish legislation apply to the insurance.

9. Insurer

The insurer is Pohjola Insurance Ltd.

Insurance companies are monitored by the Financial Supervisory Authority, PO Box 103 FI-00101 Helsinki, switchboard +358 10 83151, www.fiva.fi