



Purchase Protection Insurance

Supplementary benefit for K-Plussa Maksuaika card customers

Product guide

Valid as of 1 November 2020

Purchase Protection Insurance is an additional, free-of-charge feature of K-Plussa Maksuaika cards. This additional benefit covers objects you have bought against theft or damage, provided that you have paid for your purchase using the card as a charge card or credit card. The above-mentioned cards are hereinafter referred to as the 'Card'.

Purchase Protection Insurance is a group insurance policy. The persons insured under this policy comprise private persons who are holders of the Cards, including joint cardholders.

The insurance is valid for credit card purchases made throughout the world.

Read the insurance terms and conditions carefully. They describe the insurance content in detail. You can view the insurance terms and conditions at op.fi/terms-and-conditions.

Insured object

Purchase Protection Insurance covers an individual moveable object which has been purchased using the Card as a charge card or credit card. The object must be new, purchased for private use, and cost a minimum of EUR 40. If several objects have been bought at the same time, the price of each of these objects must be at least EUR 40.

Objects coverable under the Purchase Protection Insurance include, for example, home electronics appliances such as televisions, computers, cameras, and mobile phones, as well as various domestic appliances and hobby equipment.

The following objects are not covered by the insurance:

- foodstuff and other perishables
- jewellery, gemstones and clothes

- live animals or plants
- motor vehicles such as scooters and ride-on lawnmowers, their parts, equipment and accessories
- cash, foreign currency, traveller's cheques, travel tickets and securities

What kind of loss or damage is covered, and how much is the deductible?

The insurance covers theft of or damage to the object of insurance. The theft or damage must occur within ninety (90) days of the cardholder's gaining possession of the object or within hundred and eighty (180) days of the cardholder's gaining possession of the object if the purchase was made using a card with the Plussa feature at an outlet, which generates Plussa points.

All thefts must be reported to the police. In case the object is stolen from a locked place, no compensation will be paid unless there is proof that the structures or locks have clearly been damaged or the place of storage has been broken into using some other means of force. The indemnity paid for the stolen object equals the purchase price of the object paid at the time of purchase.

Damage to the object will be covered if the damage has been caused by a sudden and unforeseeable external event. If the object cannot be repaired or repairing the object is too costly, the indemnity will be paid in accordance with the abovementioned purchase price of the object. If repairing the damaged object is possible, the insurance will cover necessary and reasonable repair expenses up to the abovementioned purchase price of the object. The deductible of EUR 40 applies to each loss event.

Loss and damage not covered by the insurance

The following events are not covered by the Purchase Protection Insurance:

- loss arising from theft, the exact time, circumstances and place of which cannot be determined;
- loss caused by the object disappearing or being left behind;
- loss or damage caused by breakage of the object resulting from a defect in the object or from the incorrect use of the object;
- loss or damage caused by gradual wear and tear, chafing, scratching, corrosion or other comparable phenomenon;
- loss or damage indemnified under legislation, guarantee or other agreement.

If the insured person causes the loss wilfully, through gross negligence, or under the influence of alcohol or other intoxicant, compensation may be reduced or denied completely.

The insurance does not cover loss or damage caused by actions of an authority or a natural phenomenon such as a storm or flood.

Maximum amounts of indemnity

The maximum compensation payable for each individual object amounts to EUR 2,000 or a lower purchase price of the object. For one loss event, the maximum compensation amounts to EUR 6,000 which is also the maximum total of all compensation payable during the validity of the Card.

Example

The maximum amounts of indemnity under the Purchase Protection Insurance:
Your home was broken into during the weekend. The family's new computer and the flat screen TV bought last week were stolen. The computer cost EUR 1,900 and the TV cost EUR 2,500. Compensation payable for the computer amounts to EUR 1,900 and EUR 2,000 for the television (the maximum amount of compensation under the Purchase Protection Insurance). The deductible of EUR 40 is subtracted from this amount. The total amount of indemnity paid for your family is EUR 3,860.

Safety regulations

The insurance terms and conditions contain safety regulations explaining precautions you can take to help prevent loss or damage or at least reduce their effects. Failure to observe the safety regulations may lead to reduced or completely denied compensation.

Purchase Protection Insurance and home insurance

The Purchase Protection Insurance is valid for 90 or 180 days for a new object purchased with the Card, whereas continuous home insurance covers home contents both old and new from year to year. The table below describes the major differences and similarities of the Purchase Protection Insurance and the home insurance.

	Purchase Protection	Home insurance
Insured property	An individual object with a minimum purchase price of EUR 40 in accordance with the terms and conditions of the Purchase Protection Insurance	Old and new home contents in accordance with the terms and conditions of home insurance.
Deductible	EUR 40	Agreed on a case-by-case basis; the deductible specified in the policy document.
Price	Included in the K-Plusa Maksu-aika card as a benefit	Annual insurance premium
Validity of insurance cover	90 days of the purchase made using the card	Continuous, renewed annually.
Validity of insurance cover	180 days of the purchase made using the Card, provided that the Plusa feature is incorporated into the Card and that the purchase is made at an outlet which generates Plusa points.	Continuous, renewed annually.
Maximum amount of compensation	The purchase price, but no more than EUR 2,000 per object and a total of EUR 6,000 for the validity of the Card per one insurance event.	The purchase price or a lower value at the time of the loss or damage.

How to claim compensation?

Call +358 (0)10 253 6714*. You will be given further instructions for processing your claim.

In the event of loss or damage, file a claim under your Purchase Protection Insurance. If you have received or claimed compensation under your home insurance, you can claim compensation under your Purchase Protection Insurance for the part of the loss which remains uncompensated as a result of the deductible of the home insurance subtracted from the compensation. When you present a report of the amount of the deductible under your home insurance, the final amount of your deductible will be EUR 40 as a result of the Product Protection Insurance.

Please include in your claim the purchase receipt or another document stating when and at what price you purchased the object. In addition, send us a copy of your K-Plussa Maksuaika card bill or a transaction query printed on the OP.fi service. In case of theft, send Pohjola Insurance a copy of the report of an offence or some other report or statement Pohjola Insurance may request.

You may not throw away or dispose of a damaged object before possible inspection. Additionally, Pohjola Insurance must be given the opportunity to inspect the object. Insurance companies share a non-life insurance information system which can be used in processing claims to check claims submitted to various companies.

When claiming compensation, a claim must be presented to Pohjola Insurance within one year of the date on which the insured person was informed of his right to obtain compensation.

Alteration or termination of the policy

At the end of each insurance period, the bank will notify the insured persons of any alterations of the insurance, after which such alterations will apply to the insured persons.

The bank will notify the insured persons of the termination of the insurance policy. The insurance will terminate after one month of this notification.

Pohjola Insurance has the right to terminate the insurance cover for an individual insured person during the insurance period if the insured person has seriously failed to observe the safety regulations, caused the insurance event or committed fraud in connection with the insurance event. Pohjola Insurance will, with the bank acting as an intermediary, notify the individual insured person in writing of such termination. The insurance contract will terminate one month from the time the notice was sent.

Filing a complaint or an appeal against a decision taken by the insurance company

If you disagree with a claim settlement decision, contact the Pohjola Insurance employee in charge of your claim. You can also check with our employee that all the information relevant for making a claim decision has been sent to Pohjola Insurance.

If you cannot reach agreement, you may contact the Finnish Financial Ombudsman Bureau, the services of which are free of charge. In the event of a dispute, you can also request a statement from either the Finnish Insurance Complaints Board or the Consumer Disputes Board.

Finnish Financial Ombudsman Bureau and Finnish Insurance Complaints Board,
Porkkalankatu 1, 00180 Helsinki
tel. +358 96850 120, fax: +358 9 68501220,
www.fine.fi

Consumer Disputes Board
Hämeentie 3, 00530 Helsinki,
tel. +358 (0)10 3665200, fax: +358 (0)10 3665249,
www.kuluttajariita.fi.

If a claimant wishes to submit a personal claim case to a district court, the claimant must submit it to the district court of the claimant's 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.

Insurer and applicable law

The insurer is Pohjola Insurance Ltd. The Insurance Contracts Act and other applicable Finnish legislation shall apply to the insurance contract. Insurance companies are monitored by the Financial Supervisory Authority.

For more information:

K-Plussa Maksuaika card's Purchase Protection Insurance terms and product guide, op.fi/ehdot
Services related to the Card: +358 10 252 7020*
Matters concerning Purchase Protection Insurance contracts and claims
010 253 6714*

*The charge for calls to OP Financial Group numbers beginning with 010:

- EUR 0.0835 per call + EUR 0.167 per minute from land-line phones
- in Finland (VAT included).
- EUR 0.0835 per call + EUR 0.167 per minute from mobile subscriptions (VAT included).

We record customer calls in order to ensure secure bank and insurance transactions.



Our services

Manage your insurance policies at op.fi

Log into op.fi using the user identifiers for your own bank.

Once logged in, you can

- report a loss and file claims
- make changes to your company's policies
- order a Green Card
- print out certificates of insurance

Pohjola Claim Help at your service 24/7

Pohjola Claim Help provides clear instructions for all types of road accidents and losses. In the case of loss or damage, Claim Help has the contact details of doctors, repair shops and our other partners.

Pohjola Claim Help is available at claimhelp.pohjola.fi and the OP Business mobile app.

Our telephone service

Pohjola Insurance

- Insurance and Claims Settlement 0303 0303*

Statutory insurance telephone services**

- Motor third-party liability and occupational accident insurance 030 105 501
- Road accidents 030 105 502
- Occupational accidents 030 105 503

* From mobile phones and landline networks in Finland, EUR 0.0835 per call plus EUR 0.12 per minute. The price includes VAT.

** Call rate: local/mobile network rate.

We record customer calls to assure the quality of customer service, among other purposes.

Advice on claims and insurance policies

Our insurance and claims advisors provide personal assistance in our telephone service. You can also file a complaint or appeal an insurance or claim settlement decision with our customer ombudsman. For more information on filing an appeal, visit op.fi/filing-a-complaint

For independent advice, contact the Finnish Financial Ombudsman Bureau (FINE), tel. +358 9 6850120, www.fine.fi/en

Pohjola Insurance Ltd, Business ID: 1458359-3

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Domicile: Helsinki, main line of business: insurance

Regulatory authority: Finnish Financial Supervisory Authority, www.fiva.fi

