

# keyfacts<sup>®</sup>

## About our insurance services

**Insure & Go Insurance Services Limited**, Maitland House, Warrior Square, Southend-on-Sea, Essex SS1 2JY.

### 1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

### 2. Whose products do we offer?

- We offer products from a range of insurers.
- We can only offer products from a limited number of insurers.
- Ask us for a list of insurers we offer insurance from.
- We only offer products from a single insurer.

### 3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs.
- You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

### 4. What will you have to pay us for our services?

- A fee.
- No fee.

You will receive a quote which will tell you about any other fees in relation to any particular insurance policy.

### 5. Who regulates us?

Insure & Go Insurance Services Limited is registered in England and Wales (Company Number 04056769) and whose registered office is at 10th Floor Maitland House, Warrior Square, Southend-on-Sea, Essex SS1 2JY.

Insure & Go Insurance Services Limited is authorised and regulated by the Financial Conduct Authority (Firm Reference Number 309572). The FCA website, which includes a register of all regulated firms, can be visited at [www.fca.org.uk/register](http://www.fca.org.uk/register) or you can call them on 0800 111 6768.

### 6. Ownership

Insure & Go Insurance Services Limited is a wholly owned subsidiary of the multinational insurance and reinsurance company MAPFRE Asistencia Compañía Internacional De Seguros y Reaseguros, S.A. (MAPFRE). MAPFRE is authorised by the Dirección General de Seguros y Fondos de Pensiones and is subject to limited regulation by the Financial Conduct Authority and the Prudential Regulation Authority (Firm Reference Number 203041), with a branch registered in England and Wales with company name MAPFRE Assistance (Company Number FC021974. Branch Number BR008042) and registered office at 5th Floor, Alpha House, 24a Lime Street, London EC3M 7HJ. Details about the extent of our regulation by the Financial Conduct Authority and the Prudential Regulation Authority are available from us on request.

### 7. What to do if you have a complaint

If you wish to register a complaint, please contact us:

#### In writing

Write to Insure & Go Insurance Services Limited, Maitland House, Warrior Square, Southend-on-Sea, Essex SS1 2JY.

#### By phone

Telephone Number: 0844 888 1591.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

### 8. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the Financial Services Compensation Scheme (FSCS). You may be able to get money from the scheme if we cannot meet our financial responsibilities. Further information about compensation scheme arrangements is available from the FSCS website at [www.fscs.org.uk](http://www.fscs.org.uk).

# Debenhams Bronze Travel Insurance

## Policy Summary

PERSONAL FINANCE AT  
**DEBENHAMS**

The purpose of this Policy Summary is to help you understand the insurance by setting out the significant features, benefits, limitations and exclusions. You still need to read the Policy Wording Booklet for a full description of the terms of the insurance, including the policy definitions. This Policy Summary does not form part of the Policy Wording Booklet.

### Insurance Provider

This insurance is underwritten by MAPFRE Asistencia Compañía Internacional de Seguros y Reaseguros, Sociedad Anonima. 5th Floor, Alpha House, 24a Lime Street, London EC3M 7HJ Company Number: FC021974. Branch Number BR008042. Trading under the name MAPFRE Asistencia.

We (MAPFRE Asistencia) are authorised by Dirección General de Seguros y Fondos de Pensiones and subject to limited regulation by the Financial Conduct Authority and the Prudential Regulation Authority. Details about the extent of our regulation by the Financial Conduct Authority and the Prudential Regulation Authority are available from us on request.

MAPFRE Asistencia Compañía Internacional de Seguros y Reaseguros, S.A. branch in the United Kingdom (trading as MAPFRE Asistencia) has registered offices at 5th Floor, Alpha House, 24a Lime Street, London EC3M 7HJ. MAPFRE Asistencia main office is based in Spain which forms part of the EEA (European Economic Area) as a member state. The Kingdom of

Spain is responsible for controlling the insurance activity of MAPFRE Asistencia S.A., through the Spanish Ministry of Economy and the Treasury, and specifically the General Directorate for Insurance Matters and Pensions Fund (Dirección General de Seguros y Fondos de Pensiones). Its branch in the United Kingdom is also under the United Kingdom FCA (Financial Conduct Authority) and PRA (Prudential Regulation Authority) supervision in certain situations according to the European Union Regulation.

### Purpose of the Insurance

This insurance cover provides financial protection and medical assistance for your trip.

### Significant Product Features, Benefits and Exclusions

The levels of cover and excesses which apply are set out in the Table of Benefits on Page 1 of your Policy Wording Booklet. Certain Sections of your policy may carry an excess (unless an increased premium has been paid by you to include an excess waiver) which means that you have to pay the first sum per person, per section, per incident if you claim. The excess amount varies according to the Section you are claiming under. The table below sets out the significant benefits and exclusions of your Policy. The policy includes many other benefits, conditions and exclusions. Please read your Policy Wording Booklet to make sure that the cover is suitable for you.

The Significant Conditions And Exclusions		Policy Reference
Medical Conditions existing prior to purchasing or renewing this policy	<p>We will not cover claims arising from any person, including those not travelling whose condition might give rise to a claim, if the claim relates to a medical condition or any illness related to a medical condition which you were aware of before you took out this insurance and/or, for annual multi trip policy prior to the booking of any individual trip.</p> <p>No cover is available at all if any person including those not travelling, whose condition might give rise to a claim:</p> <ul style="list-style-type: none"> <li>- is receiving or waiting for hospital investigation or treatment for any undiagnosed condition or set of symptoms</li> <li>- is travelling against medical advice or for the purpose of getting medical treatment abroad</li> <li>- has been given a terminal prognosis, which means your condition will lead to your eventual death</li> </ul>	<p>'Health conditions' page 2</p> <p>and</p> <p>General exclusions Pages 8 and 9</p> <p>and</p> <p>Definitions 'You, Your' page 6</p>
Age Limits	You must be 75 or under at the date you buy the policy. Please note that if you are under 18, reduced cover will apply to certain sections of the policy and there are restrictions on the length of time you can travel if you are aged 66 or over at the date you buy the policy.	Important information 'Eligible people' page 2
Residency	You must have lived in the United Kingdom, the Channel Islands, the Isle of Man or the Republic of Ireland for at least six of the last 12 months before you bought or renewed your policy.	Important information 'Eligible people' page 2
Dangerous activities	<p>You must tell Debenhams Travel Insurance if you plan to take part in a dangerous activity as cover may not be available. Certain activities are allowed subject to an extra premium being paid, however, these may attract an increased excess and cover may not be available under the Personal Accident and Personal Liability Sections.</p> <p>Please refer to the Table on pages 19 - 21 of the Policy Booklet.</p> <p>You may be covered when you take part in certain winter sports if you have paid to extend your cover.</p>	<p>'Dangerous activities' page 3 and pages 19 to 21</p> <p>Winter sports cover pages 17, 18 and 19</p>
Misuse of Drugs or Alcohol	No section of this policy shall apply in respect of any claim arising directly or indirectly from using alcohol or drugs (unless the drugs have been prescribed by a doctor) or where you are affected by any sexually transmitted disease or infection.	General exclusions page 9
Connecting flights	We only provide cover for the first part of your outward and final part of your return journey of your trip. No cover is provided for any claim under section F - Delayed departure or abandoning your trip which relates to onward/connecting flights.	Sections F pages 13 and 14 Special exclusions
Natural disasters and civil unrest	No section of this policy (apart from Section B Medical Expenses) shall apply in respect of any claim arising directly or indirectly from a natural disaster or civil unrest unless you chose and have paid the appropriate extra premium for the Travel Disruption option which extends the cover provided in this respect under sections F and I only.	Definitions pages 4 and 5 General exclusions page 8
Reckless or Malicious Acts	We will not pay for any claim arising or resulting from you being involved in any malicious, reckless, illegal or criminal act.	General exclusions page 9

Emergency Treatment	You must notify MAPFRE Assistance immediately if you go into hospital or before incurring any medical expenses in excess of £500.	Medical and other emergencies - Hospital treatment abroad page 4	
Law and jurisdiction	This insurance is governed by the law of England and Wales, unless we agree otherwise.	Important Information 'Law' page 3	
<b>The Significant Covers</b>	<b>Significant Features and Benefits</b>	<b>Policy Limits and Exclusions Applying to Significant Covers</b>	<b>Policy Reference</b>
Medical Expenses. Up to £5,000,000	Provides cover for costs arising in the event of illness, injury or death during the trip and where necessary the provision of emergency medical assistance.	To be able to claim, the medical treatment must be required in an emergency and be unable to wait until you have returned to your home area.  Medical cover does not apply to treatment received in your home area, England, Scotland, Wales and N. Ireland or the final country of destination if you are on a one way trip.  An excess of £100 (£150 if aged 66 or over) per person, per incident applies.	Table of benefits page 1  Section B – Medical and other expenses page 11
Cancelling or cutting short your holiday. Up to £1,000	Provides cover for travel and accommodation and excursions, tours and activities that have been pre-paid or you are contracted to pay for and cannot get back if you cancel or cut short your holiday.	To be able to claim, the reason why the trip is being cancelled or cut short must be necessary and unavoidable and must fall into one of the reasons listed in the Policy. For example, if a person insured under this policy becomes ill or is injured or dies. You must also notify your carrier or travel agent as soon as you know the trip is to be cancelled to minimise your loss as far as possible  An excess of £75 per person applies.	Table of benefits page 1  Section A – Cancelling and cutting short your holiday pages 9 and 10
Your Personal Belongings and Baggage. Up to £1,500  <b>Please note this section only applies if you have paid the appropriate premium and it is shown on your validation certificate.</b>	Provides cover for your own personal luggage and valuables if they are lost, stolen or damaged during your trip.  You will be expected to provide evidence of ownership and value (such as receipts) in the event of a claim.  Please note that no cover is provided under this section for Mobile phones and their accessories, spectacles or sunglasses.	To be able to claim, a written report is required to support the loss/theft/damage. For example, from the local police or from the transport carrier. This must be obtained within 24 hours of discovery  The amount payable will include an allowance for wear and tear and loss of value.  Your policy has a limit of £100 for each single item (this includes a pair or set).  Your policy has a limit of £100 for valuables overall.  Personal property must not be left unattended at any time unless in your locked accommodation.  Personal property left in vehicles must be in a locked boot or locked and covered luggage compartment. No cover is available for thefts from vehicles between 10pm and 8am.  Valuables are not covered if they are left in an unattended vehicle or are outside your control in transit at any time.  An excess of £75 per person, per incident applies.	Table of benefits page 1  Section E1 – Personal belongings and baggage pages 12 and 13  Definitions 'pair or set of items' page 5  Definitions 'Valuables' page 6  General exclusions pages 8 and 9  Definitions 'Unattended' and 'You, Your' page 6
Your Personal Money. Up to £200 (this includes a cash limit of £100 or £25 if aged under 18)  <b>Please note this section only applies if you have paid the appropriate premium and it is shown on your validation certificate.</b>	Provides cover for cash and traveller's cheques lost or stolen during your trip. You will be expected to provide evidence of ownership and value in the event of a claim (such as receipts, bank statements and cash-withdrawal slips).	To be able to claim, cash must be kept with you at all times or be in a locked safety deposit facility.  A written police report must be obtained within 24 hours to support the loss/theft.  An excess of £75 per person, per incident applies.	Table of benefits page 1  Section E2 – Personal money page 12

<p>Delayed departure and Abandoning your trip</p>	<p>Provides cover if the first part of your booked outward or final return journey (by aircraft, ship, cruise ship, coach or cross-channel train) is delayed because of a strike or industrial action, poor weather conditions or a mechanical breakdown by at least 12 hours or if you have to abandon your outward trip as a result of a delay lasting more than 24 hours</p>	<p>To be able to claim you must have checked in for your trip at or before the recommended time and get a written statement from the appropriate transport company or authority confirming the reason for the delay and how long it lasted.</p> <p>An excess of £60 per person, per incident applies to any claims under abandoning your trip.</p> <p>For any specific incident you may be able to claim under either delayed departure or abandoning your trip, but not under both.</p>	<p>Table of benefits page 1</p> <p>Section F - Delayed departure and Abandoning your trip pages 13 and 14</p>
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**Please note:** In the event of a claim arising from acts committed for political, religious, ideological or similar purposes, valid claims for Emergency Medical Expenses and Personal Accident will still be paid in all circumstances. Other valid claims will be paid for incidents occurring after you have left your home area, England, Scotland, Wales, Northern Ireland and the Isle of Man.

#### Period of Insurance

Your holiday or journey must begin and end in your home area (unless you have arranged cover for a one-way trip). Cover cannot start after you have left your home area.

Cover for cancellation starts from the date you book your trip or pay the insurance premium, whichever is the later unless you have bought an annual multi-trip policy in which case cover for cancellation starts at the time you book your trip or the start date shown on your validation certificate, whichever is the later. All other sections commence when you leave your usual place of residence, or from the start date shown on your validation certificate, whichever is the later, to commence the journey until the time you return to your usual place of residence on completion of your journey, or the end of the period shown on your validation certificate, whichever is the earlier. Cover cannot start more than 24 hours before your booked departure time or end more than 24 hours after your return.

For one-way policies, cover ceases 24 hours after you first leave immigration control in your final country of destination or at the end of the period shown on your validation certificate, whichever is earlier.

#### Single-Trip Policy

The start and end dates of your insurance are set out on your validation certificate. If you are aged 66 or over the maximum duration for one trip is 31 days.

Cover is provided for trips in your home area if you have booked accommodation for two or more nights in a row.

Should you return home early, the policy becomes void upon arrival in your home area unless an additional premium has been paid by you for Home Visits. This entitles you to return to your home area a specified number of times within the period of insurance provided each trip does not exceed 14 days. Cover ends while you are back in your home area and starts again on your departure back to your foreign destination.

#### Annual Multi-Trip Policy

This cover entitles you to take as many trips as you like within a period of 12 months from the start date of insurance as shown on your validation certificate provided each trip has a maximum length of 31 days. We also include cover for up to 10 days for winter sports.

Cover is provided for trips within your home area if you have booked accommodation for two or more nights in a row.

#### Annual policy holders – auto renewal service

To make sure you have continuous cover under your policy, Debenhams Travel Insurance will aim to automatically renew (auto-renew) your policy when it runs out, unless you tell them not to. Each year Debenhams Travel Insurance will write to you 21 days before the renewal date of your policy, and tell you about any changes to the premium or the policy terms and conditions. If you do not want to auto-renew your policy, just call Debenhams Travel Insurance on 0844 888 2792. Otherwise they will collect the renewal premiums from your credit card or debit card.

You should also note that your renewed policy will only be valid when:  
- You have told them about any changes to your policy details (including any changes in health conditions); and

- Your credit card or debit card details have not changed.

In some cases Debenhams Travel Insurance may not be able to automatically renew your policy. They will let you know at the time if this is the case.

Debenhams Travel Insurance are entitled to assume that your details have not changed and you have the permission of the card holder unless you tell them otherwise. Insure & Go Insurance Services Ltd do not have your payment details. They will tell the relevant processing bank that have your payment details to charge the relevant premium to your debit card or credit card on or before the renewal date.

You can tell Debenhams Travel Insurance about any changes to your policy details or opt out of automatic renewal at any time by phoning us on 0844 888 2792.

#### Cancellations & 'Cooling-off' period

If this cover is not suitable for you and you want to cancel your policy, you must write (either by e-mail or letter, which you can post or fax to the number below) to Debenhams Travel Insurance within 14 days of buying your policy or the date you receive your policy.

In line with the conditions below, Debenhams Travel Insurance will refund all the premiums you have paid within 30 days of the date you write to them to ask to cancel the policy.

For all single trip policies that have an end date within one month of the date of purchase, there will be no cancellation cooling off period applicable and no refund will be payable on these policies at any time.

If you are a single-trip policyholder whose cover ends more than one month after the date of purchase, they will not refund your premium if you have travelled or made a claim before you asked to cancel the policy.

If you are an annual multi-trip policyholder and you have travelled or made a claim before you asked to cancel the policy, Debenhams Travel Insurance may only refund part of the premium.

If you have not travelled or made a claim and you wish to cancel the policy within 14 days of receiving your policy documentation a full refund will be given.

If you cancel after 14 days of receipt of your policy documents no premium refund will be made.

To request cancellation of your policy, please contact Debenhams Travel Insurance by writing to:

Customer Service Department  
Debenhams Travel Insurance  
Maitland House  
Warrior Square  
Southend-on-Sea  
Essex SS1 2JY  
Fax: 0844 888 3972

Email: [debenhamscustomerservices@insureandgo.com](mailto:debenhamscustomerservices@insureandgo.com)

**Claim Notification**

In the event of a medical emergency, please phone 0207 748 8905. You can make any other claim by calling +44 (0)207 748 8906 or by emailing enquiries@travelclaimsservices.com or by writing to:

InsureandGo Travel Claims  
PO Box 5775  
Southend-on-Sea  
Essex  
SS1 2JY

**Your Right to Complain**

Debenhams Travel Insurance always aim to provide a first-class service. However, if you are not satisfied please contact the relevant departments as shown below:

**Sales Department**

The Customer Relations Manager  
Debenhams Travel Insurance  
Maitland House  
Warrior Square  
Southend-on-Sea  
Essex  
SS1 2JY  
Telephone: 0844 888 3973  
Email: debenhamscomplaints@insureandgo.com

**Claims Department**

The Customer Relations Manager  
Debenhams Travel Insurance  
Maitland House  
Warrior Square  
Southend-on-Sea  
Essex  
SS1 2JY  
Telephone: 0844 888 3973  
Fax no: 0844 888 3238  
Email: debenhamscomplaints@insureandgo.com

We will do our very best to resolve any difficulty with you, but if we are unable to do this to your satisfaction, disputes may be referred to the Financial Ombudsman Service for review:

**The Financial Ombudsman Service**

South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR  
Telephone: 0800 023 4567  
Email: complaint.info@financial-ombudsman.org.uk

**Financial Services Compensation Scheme**

Insure & Go Insurance Services Ltd is covered by the Financial Services Compensation Scheme (FSCS). You may be able to get money from the scheme if we cannot meet our financial responsibilities.

MAPFRE Asistencia is covered under the Financial Services Compensation Scheme. This provides compensation in case any of its members are unable, in specified circumstances, to meet any valid claims under their policies. 90% of the claim will be met with no upper limit. Compensation is only available to commercial customers in limited circumstances.

You can get more information by visiting the FSCS's website at [www.fscs.org.uk](http://www.fscs.org.uk) or by writing to:

Financial Services Compensation Scheme  
10th Floor  
Beaufort House  
15 St Botolph Street  
London  
EC3A 7QU

**The European Union Travel Directive**

Under the new travel directive issued by the European Union (EU) you are entitled to claim compensation from your carrier if any of the following happen.

**1. Denied boarding and cancelled flights**

If you check in on time but are denied boarding because there are too many passengers for the seats available or your flight is cancelled, the airline operating the flight must offer you financial compensation.

**2. Long delays**

If a delay of two hours or more is expected by the airline, they must offer you meals and refreshments, hotel accommodation and communication facilities. If the delay is more than five hours, the airline must also offer to refund your ticket.

**3. Baggage**

If your checked-in baggage is damaged or lost by an EU airline, you must make a claim to the airline within seven days. If your checked-in baggage is delayed, you must make a claim to the airline within 21 days of its return.

**4. Injury and death in accidents**

If injury or death results from an accident on a flight by an EU airline, you may claim from the airline for damages.

**5. Package holidays**

If your tour operator fails to provide the services you have booked, for example, any flights or a significant part of your booked package, you may claim for damages from the tour operator.

You can download full details from

<http://ec.europa.eu/transport/passenger-rights/en/index.html>