

## Important Information Document

This document provides key information around our terms of business, including an overview of the documents you'll be provided with and details of the complaints process.

We want to ensure you have enough information from us to help you make an informed decision about your Travel insurance policy. The documents you'll be provided with include:

- **Policy Document** - your insurance contract detailing what is and is not covered.
- **Insurance Product Information Document** - a concise and easy to read summary of the policy highlighting the main benefits and limitations. Do note you should read the Insurance Product Information Document alongside the Policy Document and Policy Schedule for full details of cover, exclusions, limitations, conditions and excesses or other charges that might apply
- **Policy Schedule** - If you have purchased a Chubb Travel Insurance Policy the Policy Schedule will show your details and the main benefits and sums insured of the cover level you have chosen.
- **Demands and Needs Document** - a summary of the information that you have provided and that we have based your insurance requirements and premium on.

### About the Insurer

Chubb European Group SE (CEG) is a Societas Europaea, a public company registered in accordance with the corporate law of the European Union. Members' liability is limited. CEG is headquartered in France and governed by the provisions of the French insurance code. Risks falling within the European Economic Area are underwritten by CEG, which is authorised and regulated by the French Prudential Supervision and Resolution Authority (4 Place de Budapest, CS 92459, 75436 Paris Cedex 09, France). Registered company number: 450 327 374 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Fully paid share capital of €896,176,662.

CEG's UK branch is registered in England & Wales. UK Establishment address: 40 Leadenhall Street, London EC3A 2BJ. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Details about our authorisation can be found on the Financial Conduct Authority website (FS Register number 820988).

If you need to get in touch with us about your Chubb Travel Insurance, you can contact us at the following address:

Customer Services  
Chubb European Group  
Travel Insurance Team  
PO Box 1086  
Belfast  
BT1 9ES

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### Non-advised level of service

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We provide a 'non-advised' service which means we will give you information to help you make your own decision. It is your responsibility to make sure that the policy is right for your needs, and the premiums are affordable. You should periodically check that the cover is still appropriate to your needs.

### How are insurance brokers and Chubb's agents or administrators paid in relation to the sale of your policy?

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Chubb pays insurance brokers a commission for each policy sale from your insurance premium paid to us. Chubb also pays its sales agents fixed fees for administration and sales activity from your insurance premium paid to us.

### Complaints

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If you have a complaint about the insurance, please contact:-

The Customer Service Manager  
Chubb European Group  
Travel Insurance Team  
PO BOX 1086  
Belfast BT1 9ES  
E: [chubb.traveluk@chubb.com](mailto:chubb.traveluk@chubb.com)  
T: 0800 519 9927 or if calling from outside the UK +44 (0) 2071 737 904  
(from 9am to 5pm UK time, Monday to Friday)

If your complaint relates to a claim under the policy, please contact:-

The Claims Manager  
Chubb European Group  
PO BOX 1086  
Belfast BT1 9ES  
E: [chubb.traveluk@chubb.com](mailto:chubb.traveluk@chubb.com)  
T: 0800 519 9927 or if calling from outside the UK +44 (0) 2071 737 904  
(from 9am to 5pm UK time, Monday to Friday)

### Financial Ombudsman Service

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You can approach the Financial Ombudsman Service for assistance if there is dissatisfaction with our final response or after eight weeks from making the complaint if not resolved satisfactorily. Any approach to the Financial Ombudsman Service must be made within 6 months of our final response. Contact details are given below. A leaflet explaining the procedure is available on request.

Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London E14 9SR  
T: 0800 023 4567 (calls to this number are now free on mobile phones and landlines)  
T: 0300 123 9123 (calls to this number cost no more than calls to 01 and 02 numbers)  
E: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

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## **Financial Services Compensation Scheme (FSCS)**

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You may be entitled to compensation under the Financial Services Compensation Scheme (FSCS) if we cannot meet our liabilities. Their contact details are set out in our Policy Document.

## **Policy documentation**

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We are developing ways to make our customer's lives easier, and in today's world of smartphones and other digital technologies, we will try to provide information to you about your policy in a way that enables you to access it whenever and wherever you need it.

This includes providing your Policy Document by email if you would prefer it that way, enabling you to have your policy information on the move, to be stored by you electronically, but also available to you to print at your leisure, although we would ask that you always consider any environmental impacts. You are always entitled to ask us for paper copies.

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