



## **UK General Travel Insurance Key Facts**

The information provided in this document does not contain full details and conditions of your insurance – *These are located in your policy booklet, policy supplement and any additional cover endorsement.*

This insurance is underwritten by UK General Insurance Ltd on behalf of Great Lakes Insurance SE.

### **Type of insurance and cover**

Travel insurance for single or annual multi-trips – *Please refer to your policy Validation Certificate for your selected cover.*

Various optional covers may also be included – *Your policy Validation Certificate will show if you have selected these options.*

### **Age eligibility**

This policy is not available to anyone aged 96 or over if annual multi-trip cover is selected (further limited to anyone aged 91 or over if travelling outside Europe). If you reach the maximum age limit during the period of insurance, cover will continue until the next renewal date but not after that. If the winter sports cover option is selected, this policy is not available to anyone aged 66 or over.

If single trip cover is selected, this policy is not available to anyone aged 96 or over (further limited to anyone aged 86 or over if travelling to Canada, the Caribbean, China, Hong Kong, Mexico, Singapore or the USA). If the winter sports cover option is selected, this policy is not available to anyone aged 66 or over.

### **Conditions**

- It is essential that you refer to the Important Conditions relating to Health section in the policy booklet, as failure to comply with these conditions may jeopardise your claim or cover.
- If you are travelling to Australia and you require medical treatment you must enrol with a local Medicare office.

Special conditions apply to each section of your policy – *Please refer to the policy booklet for full details.*

### **Statutory cancellation rights**

You may cancel this policy within 14 days of receiving your policy documents (new business) and for annual multi-trip policies by the renewal date (the cancellation period) by writing to Talk to TIM at the address below during the cancellation period.

Any premium paid will be refunded to you providing you have not travelled, not claimed or intend to make a claim and no incident has occurred that is likely to result in a claim.

Talk to TIM, McGowan House, Waterside, The Lakes, Bedford Road, Northampton, NN4 7XD.  
Email: info@talktotim.co.uk

### **Cancellation outside the statutory period**

You may cancel this policy at any time after the cancellation period by writing to Talk to TIM at the address shown above. If you cancel after the cancellation period no premium refund will be made.

### **Claim notification**

24 hour Emergency and medical assistance helpline:

For inpatient treatment and outpatient treatment in North America, the UK, the Channel Islands and the Isle of Man: Tel: +44 (0)113 318 0177.

For outpatient treatment anywhere in the world other than North America, the UK, the Channel Islands and the Isle of Man: Tel: +44 (0)113 318 0124.

To make a claim, contact +44 (0)170 242 7172. When contacting us please confirm your scheme name, Talk To Tim, and the scheme reference 03881H.

### **How to make a complaint**

#### **Making yourself heard**

If you have cause for complaint, it is important that you know that we are committed to providing you with an exceptional level of service and customer care. We realise that things can go wrong and there may be occasions when you feel that we have not provided the service you expected. When this happens, we want to hear about it so that we can try to put things right.

#### **Who to contact?**

The most important factors in getting your complaint dealt with as quickly and efficiently as possible are:

- to be sure you are talking to the right person, and;
- that you are giving them the right information.

#### **When you contact us:**

- Please give us your name and contact telephone number.
- Please quote your policy and/or claim number and the type of policy you hold.
- Please explain clearly and concisely the reason for your complaint.
- So we begin by establishing your first point of contact.

## **Complaints regarding:**

### **SALE OF THE POLICY**

Please contact Talk to TIM on 0333 006 3212 or at the following address:

Talk to Tim, McGowan House, 10 Waterside, The Lakes, Bedford Road, Northampton, NN4 7XD.

E-mail: [Info@talktotim.co.uk](mailto:Info@talktotim.co.uk) .

If your complaint about the sale of your policy cannot be resolved by the end of the third working day, Talk to TIM will pass it to:

Customer Relations Department, UK General Insurance Limited, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds LS10 1RJ.

Tel: 0345 218 2685

Email: [customerrelations@ukgeneral.co.uk](mailto:customerrelations@ukgeneral.co.uk)

### **CLAIMS**

Please contact Claims Settlement Agencies on 01702 427172.

In all correspondence please state that your insurance is provided by UK General Insurance Limited and quote scheme reference Talk to TIM 03881H.

If your complaint about your claim cannot be resolved by the end of the third working day, Claims Settlement Agencies will pass it to:

Customer Relations Department, UK General Insurance Limited, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds LS10 1RJ.

Tel: 0345 218 2685

Email: [customerrelations@ukgeneral.co.uk](mailto:customerrelations@ukgeneral.co.uk)

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service;

The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Tel: 0800 023 4 567 (landline freephone number)

Tel: 0300 123 9 123 (mobile freephone number)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

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

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and circumstances of the claim. Most insurance contracts are covered for 90% of the claim. You can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk)

## Schedule of Benefits

The table shows the maximum benefits you can claim for each insured person (unless otherwise stated). Some sections are optional and the medical excess can be varied – *Your policy Validation Certificate will show which options you have selected.*

| <b>Section</b>  | <b>Benefit Limit Per Person</b>            | <b>Excess Per Person</b> |
|---|--|--------------------------|
| Cancellation and Curtailment  | As detailed on your insurance certificate* | £75                      |
| Pre-booked Excursions   | £250                                       |                          |
| Medical Expenses and Emergency Repatriation including:  | £10,000,000                                | £150**                   |
| Emergency Dental  | £250                                       |                          |
| UK Expenses in total  | £1,500                                     |                          |
| Funeral Expenses outside your home area   | £1,500                                     |                          |
| Return of your ashes/or body from outside your home area  | £10,000                                    |                          |
| Additional travel and accommodation expenses due to trip extension  | £2,000                                     |                          |
| Additional travel and accommodation expenses for someone to stay with you/travel from the UK to be with you | £2,000                                     |                          |
| Hospital Benefit***   | £25 per 24 hours to £1,000                 | Nil                      |
| Personal Accident   |  | Nil                      |
| Permanent Total Disablement   | £20,000                                    |                          |
| Loss of limb(s)/eye(s)  | £20,000                                    |                          |
| Death   | £15,000                                    |                          |
| Death   | £2,500 (under 18, over 65)                 |                          |
| Personal Baggage including:   | £2,000                                     | £75                      |
| Single Item/Pair/Set Limit  | £350                                       |                          |
| Valuables Limit   | £400                                       |                          |
| Baggage Delay   |  | Nil                      |
| Over 12 hours   | £250                                       |                          |
| Over 48 hours   | NA   |                          |
| Personal Money  | £500                                       | £75                      |
| Cash Limit  | £500<br>£50 (under 18)                     | Nil                      |
| Replacement Passport and Travel Documents   | £500                                       | £75                      |
| Personal Liability  | £2,000,000                                 | £250                     |

| <b>Section</b>   | <b>Benefit Limit Per Person</b> | <b>Excess Per Person</b> |
|--|---------------------------------|--------------------------|
| Travel Delay   | £25 per 12 hours, up to £100    | Nil                      |
| Holiday Abandonment  | As per cancellation limit       | £75                      |
| Missed Departure and Missed Connection                               | £1,000                          | £75                      |
| Hijack   | £50 per 24 hours up to £500     | £75                      |
| Legal Expenses   | £25,000                         | £250                     |
| <b>Optional Winter Sports Cover on payment of additional premium</b> |                                 |                          |
| Ski Equipment Owned  | £1,000                          | £75                      |
| Ski Equipment Hired  | £500                            |                          |
| Single Item/Pair/Set Limit   | £250                            |                          |
| Ski Hire   | £50 per 24 hours up to £500     | Nil                      |
| Ski Pack   | £50 per 24 hours up to £500     | Nil                      |
| Piste Closure  | £50 per 24 hours up to £500     | Nil                      |
| Avalanche Closure  | £500                            | Nil                      |
| <b>Optional Golf Cover on payment of additional premium</b>          |                                 |                          |
| Golf Equipment Owned   | £1,000                          | £75                      |
| Golf Equipment Hired   | £500                            |                          |
| Single Item/Pair/Set Limit   | £300                            |                          |
| Golf Equipment Hire  | £40 per 24 hours up to £200     | Nil                      |
| Non Refundable Golf Fees   | £300                            | Nil                      |
| Hole in One  | £100                            | Nil                      |

\* your policy Validation Certificate will detail the level of cancellation cover that you have chosen.

\*\* £150 is the standard medical excess. If you have chosen to increase or reduce this excess, this will be shown on your policy Validation Certificate.

\*\*\* only valid when you are admitted into a state or public hospital.

### **Significant or unusual limitations or what is not covered**

- If you are travelling to Australia and you require medical treatment, you must enrol with a local Medicare office.
- The standard excesses are detailed in the benefits table above. If you have chosen to amend your medical excess, this will be shown on your policy Validation Certificate.
- You must obtain the prior authorisation of the Emergency Assistance Service before incurring any medical expenses (including any outpatient treatment) over £500. If this is not possible because the condition requires emergency treatment you or someone on your behalf must contact the Emergency Assistance Service as soon as possible.

- Under annual multi-trip policies, there is no cover for trips over 31 days (further limited to 17 days dependent on age and destination).
- Optional cover for winter sports trips on annual multi-trip policies is limited to 17 days in total.
- Any trip that has already begun when you purchase this insurance or extends beyond the end date of the policy will not be covered. If you have an annual multi-trip policy and have booked a trip that extends past the end date of that policy, you must renew your annual multi-trip policy early to begin before the start of your booked trip or purchase a separate single trip policy for the full duration of that trip in order for cover to be valid.
- Special conditions and exclusions apply to each section of your policy – *Please refer to the policy booklet for full details.*

### **What is not covered – Applicable to all sections of the policy**

- War risks, civil commotion, terrorism – *Please see your policy supplement for full details.*
- Pregnancy – *Please see your policy supplement for full details.*
- There are a number of sports, activities and winter sports that are not covered – *Please see the General Exclusions – Applicable to all sections of the policy in the main policy booklet.*
- Climbing on or jumping from vehicles, buildings or balconies regardless of the height.
- Wilful, self-inflicted injury, suicide, drug use or solvent abuse.
- You drinking too much alcohol or you are suffering from alcohol dependence or directly or indirectly from the symptoms of alcohol withdrawal resulting in a claim.
- Unlawful actions and any criminal proceedings brought against you.
- Travel to a country, specific area or event which the Foreign and Commonwealth Office (FCO), the World Health Organisation (WHO) or regulatory authority in a country to or from which you are travelling, has advised against all travel or all but essential travel.

### **What is not covered under Section A1 – Cancellation and B1 Curtailment**

- Redundancy caused by misconduct, resignation, voluntary redundancy, entering into a compromise agreement, or where you received a warning or notification of redundancy before you purchased this insurance or at the time of booking any trip.
- Any circumstances known to you before you purchased this insurance or at the time of booking any trip that could reasonably be expected to result in a claim.
- The cost of Air Passenger Duty (APD) whether irrecoverable or not.

### **What is not covered under Section B2 – Medical Expenses and Emergency Repatriation**

- Treatment or surgery which in the opinion of the Emergency Assistance Service, can wait until your return to your home area.

- Medication, which prior to departure is known to be required.
- Expenses incurred as a result of a tropical disease where you have not had the NHS recommended inoculations and/or not taken the NHS recommended medication.

### **What is not covered under Section B3 – Hospital Benefit**

- Hospitalisation, compulsory quarantine or confinement to your accommodation as a result of a tropical disease where you have not had the NHS recommended inoculations and/or not taken the NHS recommended medication.

### **What is not covered under Section B5 – Personal Baggage**

- Valuables left unattended at any time unless in a hotel safe, safety deposit box or in your locked accommodation.
- Baggage contained in an unattended vehicle between 9pm and 9am (or at any time between 9am and 9pm unless it is locked out of sight in a secure baggage area) – *Please see the definition of secure baggage area in the Definitions in the policy booklet.*
- Contact or corneal lenses, hearing aids, dental or medical fittings, ski equipment, golf equipment and other items are excluded – *Please see your policy booklet for the full list.*
- Business equipment, business goods, samples or tools used in connection with your occupation.

### **What is not covered under Section B6 – Personal money, replacement passport and travel documents**

- Personal money or your passport or visa left unattended at any time unless in a hotel safe, safety deposit box or in your locked accommodation.
- Loss or theft of traveller's cheques where you have not complied with the issuing agents conditions.

### **What is not covered under Section B7 – Personal Liability**

- Pursuit of any trade, business or profession, or the ownership, possession or use of mechanically propelled vehicles, aircraft or watercraft.

### **What is not covered under Section B8 – Travel Delay**

- Strike or industrial action existing or being publicly announced by the date you purchased this insurance or at the time of booking any trip.
- The cost of Air Passenger Duty (APD) whether irrecoverable or not.
- Claims arising directly or indirectly from volcanic eruptions and/or volcanic ash clouds.
- Any costs incurred by you which are recoverable from the public transport operator or for which you receive or are expected to receive compensation, damages, refund of tickets, meals, refreshments, accommodation, transfers, communication facilities or other assistance.

- Any travel and accommodation costs, charges and expenses where the public transport operator has offered reasonable alternative travel arrangements within 24 hours of the scheduled time of departure.

### **What is not covered under Section B9 – Missed departure and Missed Connection**

- Strike or industrial action existing or being publicly announced by the date you purchased this insurance or at the time of booking any trip.
- Your failure to arrive at the departure point in time to board any connecting public transport after your departure on the initial international outbound and return legs of the trip.
- Claims arising directly or indirectly from volcanic eruptions and/or volcanic ash clouds.

### **What is not covered under Section B11 – Legal Expenses**

Any claim where in our opinion there is insufficient prospect of success in obtaining reasonable compensation.

Legal costs and expenses incurred prior to our written acceptance of the case.

### **What is not covered under Sections B12 to B16 – Winter sports**

- Ski equipment contained in or stolen from an unattended vehicle between 9pm and 9am (or at any time between 9am and 9pm unless it is locked out of sight in a secure baggage area) – *Please see the definition of secure baggage area in the Definitions in the policy booklet.*
- A deduction for wear, tear and depreciation will be made on ski equipment – *Please see table in Section B12 – Ski equipment.*

### **What is not covered under Section B17 to B20 – Golf Cover**

- Redundancy caused by misconduct, resignation, voluntary redundancy, entering into a compromise agreement, or where you received a warning or notification of redundancy before you purchased this insurance or at the time of booking any trip.
- Any circumstances known to you before you purchased this insurance or at the time of booking any trip that could reasonably be expected to result in a claim.
- Golf equipment contained in an unattended vehicle between 9pm and 9am (or at any time between 9am and 9pm unless it is locked out of sight in a secure baggage area) – *Please see the definition of secure baggage area in the Definitions in the policy booklet.*

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Talk to TIM Insurance is underwritten by UK General Insurance Ltd on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ. UK General Insurance Limited is authorised and regulated by the Financial Conduct Authority. Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request. Talk to TIM is a trading name of Staysure Limited. Registered in Gibraltar No. 111526, registered office: First Floor, Grand Ocean Plaza, Ocean Village, Gibraltar who is licensed and regulated by the Gibraltar Financial Services Commission No. FSC1238B.