

health-on-line

Travel Cover

Membership Handbook

October 2017

What you need to know



Important contact numbers

Whether at home or abroad please remember that we are readily available to help you deal with membership queries or make a claim. For medical emergencies, our telephone service is available 24 hours a day, 365 days a year.

Travel Team 01892 504 444

Weekdays: 8am – 8pm. Saturdays: 9am – 1pm

Our travel insurance specialists are available to help with any matters relating to your policy – including amendments and upgrades to your cover, change of address or adding family members.

Travel Claims Helpline 0345 602 0303

Weekdays: 8am – 8pm. Saturdays: 9am – 5pm

To make a claim, please ensure you telephone our Travel Claims Helpline within 31 days of returning home to the UK. (For more information see page 6.)

International Emergency Medical Assistance +44 (0) 1892 513 999

Open 24 hours a day, 365 days a year

You have the reassurance of knowing that worldwide medical advice and help in an emergency is just a phone call away. (For more information see page 5.)

Travel Information Line 01892 772 578

Open 24 hours a day, 365 days a year

Call us for the answers you need about a wide range of travel issues – everything from visas and vaccination requirements, to climate and foreign currency regulations.

We may record and/or monitor calls for quality assurance, training and as a record of our conversation.

We are committed to giving customers access to our products. To contact us by Text Relay on any of the numbers listed in this handbook just prefix the number listed with 18001.

For example, our Travel team can be contacted by Text Relay on 18001 0800 504444.

If you would like to receive this handbook or any other of our literature in a large print, audio (CD or tape) or Braille format, please contact us.

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1 Welcome to your Travel Cover membership handbook

AXA PPP healthcare – your perfect travelling companion

Whether you're off on holiday or going away on business, you can trust your Travel Cover from AXA PPP healthcare to keep you well protected against the unforeseen.

Your cover is valid all year round – no matter how many times you travel – with up to 65 days' cover allowed on any single trip abroad (up to a maximum of 183 days per renewal year).

If you're heading for the slopes your cover includes all the benefits of our winter sports cover.

For more adventurous types, you have the option of upgrading your cover with our Adventure Sports upgrade to include such sports as off-piste skiing/snowboarding, potholing and bungee jumping.

If you need answers to travel queries – such as the weather or climate at your destination – then give our exclusive Travel Information Line a call.

Please read the contents of this handbook carefully and be sure to take it with you on your travels.

Visit our travel members' website: axapphealthcare.co.uk/travelmembers

We have recently developed a new website for our annual travel insurance members that you can access with your membership number. Here you will find all the information you need to get the most from your travel insurance policy, including a printable version of your policy handbook and further details about our dedicated helplines.

There is also a comprehensive travel information section that contains advice on vaccinations, preparing for your trip and how to deal with any medical problems whilst you are there.

2 What you are covered for

Your policy's key benefits at a glance

Medical benefits	Section	Cover
Medical and additional expenses.+	Section 1-A	£5,000,000
Extra overseas accommodation in the event of sickness or bodily injury.		£5,000
Emergency dental treatment.		£750
Emergency medical repatriation and evacuation.*	Section 1-B	Covered.
Repatriation of mortal remains to the UK. Up to £2,000 for local burial/cremation.*		Covered.
Compassionate overseas visit.*	Section 1-D	Covered.
Assault benefit each night: up to a maximum of:	Section 1-E	£50 £1,000
Replacement of prescription medication.	Section 1-F	£300
NHS prescription costs.*		£50
Hospital support in UK* each 24 hour period: up to a maximum of:	Section 1-G	£25 £150

Please note:

All benefits are subject to an excess of £50 except those marked with an asterisk (*).

The benefit marked with a cross (+) is subject to £50 excess unless a European Health Insurance Card is used to reduce costs.

continued overleaf

Travel benefits	Section	Cover
Personal accident.*	Section 2	£30,000
Personal baggage single item limit up to a maximum of:	Section 3	£350 £1,500
Delayed baggage* (more than 12 hours).	Section 3	£150
Personal money cash limit up to.	Section 3	£500 £250
Loss of passport.	Section 3	£250
Cancellation or curtailment.	Section 4	£5,000
Delayed departure* for every 12 hours up to a maximum of:	Section 5	£50 £200
Extended delay.	Section 5	£2,000
Missed departure.	Section 6	£1,000
Catastrophe cover.	Section 7	£300
Legal expenses.*	Section 8	£25,000
Personal liability.*	Section 9	£2,000,000
UK travel.†	Section 11	Various amounts.

† Excess as per overseas cover, where applicable.

Benefits are subject to the conditions, limitations and exclusions detailed in the membership agreement. The limits for Sections 1, 2 and 9 are for each **year**. The limits for sections 3 to 8 and 10 to 11 are for each **period of cover**.

3 Contacting us in a medical emergency

Reassurance – 24 hours a day, 365 days a year

Call +44 (0) 1892 513 999

One phone call to the **International Emergency Medical Assistance Service (IEMAS)** from anywhere in the world can bring urgent help and medical advice to anyone covered by one of our travel policies who is sick or injured and in need of in-patient hospitalisation.† Facilities are available to evacuate a patient to a suitable hospital for treatment or bring them back home if medically required.

How to get help

IEMAS is manned 24 hours a day and, in most cases, will be able to give you immediate advice. The advisers can also make things easier by putting you in touch with an English-speaking doctor, if necessary, who may help arrange treatment locally and ensure that current arrangements are satisfactory. Please make sure that when you contact the helpline you have your membership number to hand.

To make a claim

It is very important that if anyone covered by this policy is admitted to hospital whilst abroad to try to ensure that:

- someone contacts us within 24 hours; and
- any medical expenses over £1,000 are authorised as soon as possible.

We understand that contacting us within 24 hours could be difficult. If you are travelling alone and cannot make a call to us yourself please ask a representative from the hospital to call us with your details as soon as possible. This will allow us to offer any useful information and translation requirements to the hospital and give you peace of mind so that you can concentrate on getting better.

To make a claim you will require proof of travel, for example, the booking invoice or airline ticket as well as all original receipts, medical report certificates and other relevant documents.

If you, or someone else covered by this policy, decide to cut short your trip and return home for medical treatment, or for an operation that doesn't involve an emergency admission to hospital, then your policy will not cover the cost of returning home.

We may record and/or monitor calls for quality assurance, training and as a record of our conversation.

†Please note – this service is strictly for medical emergencies only.

4 What to do if you need to make a claim

Step One	Request a claim form from the AXA PPP healthcare Travel Claims helpline. To do this call: (UK) 0345 602 0303 (Overseas) +44 (0)1892 614200. <i>We may record and/or monitor calls for quality assurance, training and as a record of our conversation.</i>
Step Two	Complete the claim form in full and submit within 31 days of your return to the UK. <ul style="list-style-type: none">• Ensure all the necessary information is enclosed relevant to your claim.• Include the original accounts, bills or receipts and proof of travel, such as a booking invoice or airline tickets. <i>Failure to supply these details may result in a delay in assessing your claim.</i>
Step Three	Send in the completed claim form and documentation to: AXA PPP healthcare Travel, PO Box 400, Tunbridge Wells, Kent TN1 2WJ.
Step Four	Your claim will be assessed by one of our Personal Advisers and all eligible payments will be made.
Step Five	AXA PPP healthcare Travel Claims Department will send you a claims benefit statement confirming the amount of benefit paid for each claim.

5 The right thing to do if something goes wrong

Obviously we hope your overseas holiday or business trip goes without a hitch, but should a problem occur it will help us to process your claim much more quickly if you follow some simple procedures and send us all the right documents.

Here are the answers to some of our most frequently asked questions:

What if I have to cancel my trip because of illness?

Just ask your doctor to complete and sign the medical certificate included in the AXA PPP healthcare cancellation claim form. You will need to send this to us along with your overseas trip booking invoice, receipt and cancellation invoice.

What if I have to cut short my holiday due to accident or illness?

We will need to see a **medical practitioner's** letter confirming that it is necessary for you to **curtail** your trip. We will also need your holiday booking invoice and receipt to support your claim.

What should I do if I'm injured or taken ill during my holiday?

Immediately arrange for any treatment you need, but please be sure you contact us as soon as possible for authorisation before incurring any medical expenses over £1,000. You must obtain a detailed receipt for all the treatment that you receive.

What if the injury or illness prevents me returning home as planned?

Please obtain written confirmation from the doctor who is treating you, that you are unfit to travel at the scheduled time.

What should I do if another party is responsible for some of my claims costs?

You must contact us if you are able to recover any part of your claims costs from any other party, for example if you have another insurance policy, cover through a state healthcare system or are legally entitled to recover costs from another third party. We will only pay our proper share.

Important note:

If you need to stay in hospital for more than 24 hours, someone must contact International Emergency Medical Assistance on **+44 (0)1892 513 999** as soon as possible to advise us of the details.

Should you incur any additional expenses for travel and accommodation, please keep your receipts.

What's the procedure if my baggage is lost, stolen, damaged or delayed?

If you lose your baggage or it is stolen, this must be reported to the police immediately and you should obtain a Police Report.

If your baggage is lost or damaged whilst being carried by an airline, railway, coach or ship, report this in writing to the carrier as soon as possible (at least within three days). Make sure you receive a Property Irregularity Report or similar documentation. Please keep copies of any correspondence you send or receive, as well as the retained portion of the travel tickets and baggage tickets.

In the event of your baggage being damaged, obtain an estimate for the repair. If the article is not repairable, get a letter of confirmation from the repairers. Please retain the damaged item wherever possible.

To support a claim for damaged and lost items we will require receipts showing the purchase price and date of purchase.

If your baggage is delayed for more than 12 hours, obtain written confirmation of this from the carrier. You will also need receipts to support your claim for any emergency purchases you have to make.

What if I lose my passport?

Report it to the police immediately and get a Police Report. If you incur costs when obtaining replacement documentation eg extra travel, unplanned accommodation or statutory charges, be sure to keep all your receipts.

What if my money is lost or stolen?

This should be reported to the police without delay – certainly within 24 hours of discovering the loss. Please obtain a Police Report.

If you have lost Travellers Cheques you should report this immediately to the local branch, agent or issuing authority and apply to them for a refund. If, for any reason, you are unsuccessful in getting a refund, you will need a letter from them confirming this fact.

If you have lost your foreign currency you will need evidence of conversion from the bank, such as a currency conversion bank slip.

If you have lost sterling or cheques you will need confirmation of cancelled cheques and bank statements.

What if I miss my plane, train, coach or ferry because of a transport breakdown?

If your transport breaks down, please make every effort to reach the point of departure from or return to the UK on time. Should you still miss your flight, train, coach, ship, ferry or cross-channel train, get a receipt for any alternative transport needed to reach your destination. If public transport let you down, please obtain written confirmation from the carrier explaining the cause.

What if my outward or return journey is delayed for more than 12 hours?

Please obtain detailed confirmation from the carrier (or their handling agent) explaining the reasons for the delay, its precise duration and the original itinerary.

What if I accidentally injure someone outside my immediate family and they wish to seek compensation?

We will require the name and address of the person injured; a full description of the injuries suffered; plus full details of the accident – including how, when and where it occurred.

Why do you advise obtaining a European Health Insurance Card?

If you are travelling to any of the countries in the European Economic Area*, a European Health Insurance Card entitles you to the same health benefits as a resident of that country. In many cases this will mean your state-provided healthcare will be free, but some countries will require you to make a co-payment contribution towards your medical care. Application forms are available from any main Post Office or you can apply online at [NHS.uk/ehic](https://www.nhs.uk/ehic). If you obtain a European Health Insurance Card before you travel – and use it to reduce the cost of a claim for medical expenses – we will not deduct the normal excess charge from your claim.

*Includes Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Republic of Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and UK. Switzerland by special arrangement.

6 The Adventure Sports upgrade

More adventurous types have the option of upgrading their cover for an additional premium. Without the upgrade the sports listed in table A will be excluded from your cover.

However, if you purchase the Adventure sports upgrade, only the sports listed in table B below will be excluded from your cover.

A If you have not purchased the Adventure Sports upgrade, we will not pay for claims relating directly or indirectly to:	B If you have purchased the Adventure Sports upgrade, we will not pay for claims relating directly or indirectly to:
Base jumping Cliff diving Flying in an unlicensed aircraft or as a learner Martial arts Free climbing Mountaineering with or without ropes Scuba diving to a depth of more than 10 metres Trekking to a height of over 2,500 metres Bungee jumping Canyoning Gliding, hang-gliding, paragliding or microlighting Parachuting or skydiving Potholing Skiing off piste or any other winter sports activity carried out off piste	Base jumping Cliff diving Flying in an unlicensed aircraft or as a learner Martial arts Free climbing or mountaineering without ropes Mountaineering with ropes over a height of 2,500 metres Scuba diving to a depth of more than 30 metres Trekking to a height of over 5,000 metres

Please note that the cover provided by the upgrade will only run until your renewal.

Just call the Travel Team on **01892 504 444** and we'll be delighted to add the Adventure Sports upgrade to your policy.

7 Membership agreement

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1 Introduction, cover levels and eligibility

Some words and phrases we use have special meanings and definitions. These meanings are set out in the section headed “**Definitions**”. When we use any of these terms they are printed in bold.

Introduction

1.1 Administration

We (AXA PPP healthcare) provide and administer this travel insurance (**Travel Cover**). However some claims may be dealt with by nominated administrators on our behalf.

1.2 Travel Cover

Travel Cover is provided as part of the benefits payable under your AXA PPP healthcare private medical insurance policy (“**policy**”). Travel Cover is, except as specifically provided in this document, subject to the same terms and conditions as your **policy**.

1.3 Premiums

The premium for this **Travel Cover** is included in the premium for your **policy**. An additional premium is payable, however, if the **Adventure Sports** upgrade is included.

1.4 Renewal

Travel Cover is provided for a **year** and the renewal date is the same as for your **policy**. If you renew your **policy** this **Travel Cover** will automatically renew for a further **year** from the same date, on the terms then available, provided we are still offering **Travel Cover**.

If your **policy** terminates at any time for any reason, **Travel Cover** automatically terminates on the same date. This **Travel Cover** is not available independently. If any **family member** ceases to be included in your **policy** this **Travel Cover** ceases from the same date in respect of that **family member**.

If an **overseas journey** crosses a renewal date, the premium due on renewal must be paid on or before that date or all cover under this **Travel Cover** is automatically cancelled at the end of the day preceding the renewal date.

1.5 Level of cover

The General Conditions on page 15 and General Exclusions on page 19 apply to the whole **Travel Cover** and all levels of cover. Each Section states the level of benefits payable and any limits, conditions and exclusions applying specifically to that Section.

Please consult the Benefits Table on pages 3 and 4 and the relevant Sections of this membership agreement for details of the maximum sums payable and the limitations applying to your cover.

Eligibility

1.6 Family members

The **Travel Cover** extends to you and any **family members** included in your **policy**. For more information, please refer to your membership documents.

1.7 Residency in the United Kingdom

This **Travel Cover** is only available to residents of the **United Kingdom**.

1.8 Fitness to travel

Please consult your doctor in the week before you travel if you have any doubts about whether you are medically fit to undertake an **overseas journey** as there is no cover under Section 1 – Medical benefit and Section 4 – Cancellation and curtailment if the **insured member** is not medically fit to travel.

If the **insured member** is terminally ill (by which we mean has a life expectancy of below one year at the start of the **overseas journey**) we will not pay claims under Section 1 – Medical benefit and section 4 – Cancellation and curtailment caused directly or indirectly by that terminal illness.

1.9 Cover

We can refuse to give or renew cover or we can make cover subject to specific conditions or limitations.

1.10 Independent Travel

Under **Travel Cover** any **family members** included are covered whether or not they are travelling independently from you.

2 Definitions

When we refer to 'you' or 'your' throughout this document, we mean any **insured members** named in the travel **policy**. When you see 'we', 'us' or 'our' we are referring to AXA PPP healthcare.

act of terrorism

an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public in fear.

AXA UK Group

AXA PPP healthcare Ltd, Health-on-Line Company (UK), Health and Protection Solutions Ltd, trading as SecureHealth and The Health Insurance Group, AXA Insurance UK PLC, Architas Multi-Manager Limited, AXA ICAS Ltd (trading as Active+), The Permanent Health Company Ltd, AXA Services Limited, Aid-Call Ltd. The companies that we mean by AXA UK Group may change from time to time. Please visit axapphealthcare.co.uk/group for the most up to date list.

close relative

husband or wife, civil partner, partner, fiancé(e), parent, parent-in-law, child, son-in-law, daughter-in-law, brother, brother-in-law, sister, sister-in law, grandparent, grandchild.

curtailment/curtail

either:

- cutting short the **overseas journey** by immediate return to your **home area**; or
- being admitted as an in-patient at a hospital outside of your **home area**; or
- the period during which you are confined to your accommodation for more than 72 hours on the orders of a **medical practitioner**.

family member

(1) your current spouse or civil partner or any person (whether or not of the same sex) you live with permanently in a similar relationship and (2) any of their or your children. For more information, please refer to your membership documents.

home area

for residents of the **United Kingdom** (including the Isle of Man), excluding the Channel Islands, your home area means the **United Kingdom** excluding the Channel Islands.

For residents of the Channel Islands, your home area means the Channel Islands.

insured member

you and/or any **family member** included in your **Travel Cover**.

insured period

a year.

medical condition

any disease, illness or injury including psychiatric illness.

medical practitioner

a person who has the primary degrees in the practice of medicine and surgery following attendance at a recognised medical school and who is licensed to practice medicine by the relevant licensing authority where the treatment is given. By “recognised medical school” we mean “a medical school which is listed in the current World Directory of Medical Schools published by the World Health Organisation”.

overseas journey

any journey which involves travelling outside your **home area** and ending on return to your **home area**.

period of cover

the period during which the **insured member** is undertaking an **overseas journey**.

policy

the current private medical insurance plan that you hold with AXA PPP healthcare.

pre-booked

any pre-paid booking made at least 24 hours prior to the start of the scheduled departure time for the **overseas journey** shown on the **insured member's** ticket(s).

station

the railway station where the **insured member** is due to board the **train**.

train

Eurostar or Eurotunnel.

Travel Cover

all the terms, limitations, conditions and exclusions contained in this document and all relevant terms, limitations, conditions and exclusions contained in your **policy**.

treatment

a surgical procedure or medical procedure carried

out by a **medical practitioner**. This includes:

- diagnostic procedures – consultations and investigations needed to establish a diagnosis.
- in-patient treatment – treatment at a hospital where the **insured member** has to stay in a hospital bed for one or more nights.
- daycare treatment – treatment at a hospital, daycare unit or out-patient clinic where the **insured member** is admitted but does not stay overnight and requires a period of supervised recovery.
- out-patient treatment – treatment at an out-patient clinic, or in a hospital where the **insured member** is not admitted to a bed.

United Kingdom

Great Britain and Northern Ireland, including the Channel Islands and the Isle of Man.

winter sports resort

a resort or holiday destination where ski-lifts operate, which between 1 December and 1 April in any year (or such season as is suitable for skiing in that resort), is open primarily for the purpose of winter sports.

worldwide

all countries including those in Europe, USA and Canada.

year

twelve calendar months from the effective date of your **Travel Cover** except when your **Travel Cover** is first taken out in conjunction with your AXA PPP healthcare private medical insurance **policy** in which case it is the period from the date **Travel Cover** is taken out to the renewal date of the **policy** and periods of twelve calendar months thereafter.

3 General Conditions

3.1 Commencement of cover

Each **period of cover** begins when the **insured member** passes through passport control of the **station**, port or airport in the **United Kingdom** to commence an **overseas journey** and continues until the time of exit from the passport control of the **station**, port or airport on arrival back in the **United Kingdom** on completion of the **overseas journey** (see also 'Time Limits' below).

For commencement of cover under Section 3 – Personal baggage, loss of money and loss of passport, Section 4 – Cancellation and curtailment, Section 5 – Delayed Departure and Section 11 – UK Cover, please refer to the Section under Chapter 6, Cover.

When the **Travel Cover** is first purchased for any **insured member** a **period of cover** shall not operate in respect of any **overseas journey** already commenced.

3.2 Time limits

(a) Maximum length of an overseas journey

Under the **Travel Cover**, there will be no benefit for any single **overseas journey** which lasts, or which was planned or expected to last, more than 65 days, even if the **period of cover** crosses a renewal date.

(b) Number of overseas journeys

There is no limit to the number of single **overseas journeys** per **year** which may be undertaken in any **insured period**.

(c) Maximum time limit for cover overseas

Travel cover allows a total maximum of 183 days to be spent overseas during any **insured period**, subject to the provisions applying to a single **overseas journey** set out in 3.2a.

(d) Winter Sports Cover

The cover in (c) above includes cover for any holiday or business trip at a **winter sports resort** for up to a maximum of 17 days in any **insured period**.

3.3 Automatic extension

The **period of cover** will automatically be extended if, for unavoidable reasons the **insured member** is unable to complete an **overseas journey** before the **period of cover** has expired. By this we mean the inability of an **insured member** to travel for medical reasons or for reasons beyond the **insured member's** control where there is no available scheduled public transportation. The extension will be for such period of time as is reasonably necessary to enable the **overseas journey** to be completed.

If this period extends beyond your renewal date, you will need to renew your cover.

3.4 Cancellation

We may cancel this **Travel Cover** by writing to you at your last known address by recorded delivery giving 14 days notice.

3.5 Variations

No employee, agent or broker has any authority to change the terms of the **Travel Cover** or to waive any of its provisions.

3.6 Family members

When you deal with us you are acting on behalf of any **family member** included in this **Travel Cover**.

3.7 Fraud

You must not act in a fraudulent manner.

If you or any **insured member** or anyone acting for you or for an **insured member**:

- make a claim under the **Travel Cover** knowing the claim to be false or exaggerated in any respect; or
- make a statement in support of a claim knowing the statement to be false in any respect; or
- submit a document in support of a claim knowing the document to be forged or false in any respect; or
- make a claim in respect of any loss or damage caused by your wilful act or with your connivance.

Then

- we shall not pay the claim
- we shall not pay any other claim which has been or will be made under the **Travel Cover**
- we may at our option declare the **Travel Cover** void
- we shall be entitled to recover from you the amount of any claim already paid under the **Travel Cover** since the last renewal date

- we shall not make any return of premium
- we may inform the police of the circumstances.

3.8 Third Party Rights

Only you and we have rights under this **Travel Cover** and it is not intended that any clause or term of this **Travel Cover** should be enforceable, by virtue of the Contract (Rights of Third Parties) Act 1999, by any other person.

3.9 Governing law

People entering into an agreement are allowed to choose which law it is to be governed by. We only enter into agreements if they are governed by English law and this **Travel Cover** is therefore subject to the laws of England and Wales. The English courts have jurisdiction.

3.10 International sanctions

We will not do business with any individual or organisation that appears on an economic sanctions list or is subject to similar restrictions from any other law or regulation. This includes sanction lists, laws and regulations of the European Union, **United Kingdom**, United States of America or under a United Nations resolution. We will immediately end cover and stop paying claims on your **policy** if you or a **family member** are directly or indirectly subject to economic sanctions, including sanctions against your country of residence. We will do this even if you have permission from a relevant authority to continue cover or premium payments under a **policy**. In this case, we can cancel your **policy** or remove a **family member** immediately without notice, but will then tell you if we do this. If you know that you or a **family member** are on a sanctions list or subject to similar restrictions you must let us know within 7 days of finding this out.

3.11 Language

This **Travel Cover** is written in English and all other information and communications to you relating to this **Travel Cover** will also be in English.

4 Making a claim

If anything happens which gives rise to a claim under this **Travel Cover**, please telephone or write to us giving full details of the claim including the Section under which you are claiming.

Address: AXA PPP healthcare Travel
PO Box 400
Tunbridge Wells
Kent
TN11 2WJ

Telephone: (UK) 0345 602 0303
(Overseas) + 44 (0) 1892 614 200

We assess claims made in a non-sterling currency by converting the amount claimed into sterling. We will use the exchange rate published in the Financial Times Guide to World Currencies current when we assess the claim. Alternatively we will use the exchange rate used by your bank or credit card company if the **insured member** provides us with the relevant bank or credit card statement relating to the claim.

Please remember: You must submit your claim within 31 days of the completion of the **overseas journey**.

(a) **Proof**

You will be required, when making a claim, to provide all necessary proofs, including proof of travel for your **overseas journey** and the dates on which travel occurred or was scheduled to occur. You will also have to provide, at your expense, all relevant original receipts, certificates, information and evidence reasonably required by us to enable the claim to be assessed.

(b) **Investigation**

We reserve the right to undertake appropriate investigations to find out more about your claim. We will pay any fee involved for such investigations. However, this reservation does not relieve you of any obligations to provide the documents and information referred to above.

(c) **In-patient treatment**

If it is necessary for an **insured member** to be an in-patient during an **overseas journey**, we must be told immediately. If we are not told immediately and there was no adequate reason for the failure to do so, we shall be entitled to refuse to pay any claim, or to pay up to the standard fee that would usually be charged for the **treatment** you are receiving, in the country in which you are receiving it.

(d) **Medical expenses over £1,000**

In respect of any claim under Section 1 (Medical Benefits), we may refuse to pay any amount in excess of £1,000 unless the **insured member** contacts us before incurring such expenses, or in the event that it is not possible to do so, as soon as is reasonably practicable thereafter.

(e) **Treatment in your home area**

We will not pay for any costs under Section 1A (Medical and Additional Expenses) for **treatment** incurred in your **home area**.

(f) **Third Party recoveries**

We may, at our own expense, take proceedings in the **insured member's** name to recover compensation from any third party in respect of any indemnity paid under this **Travel Cover**. The **insured member** must give such assistance as we shall reasonably require; and any amount recovered shall belong to us.

(g) You must tell us if you can claim any of the cost from another insurance policy or other third party. If any other insurance policy is involved we will only pay our proper share.

(h) **Excess**

A £50 excess applies to each incident claimed for under each section by each **insured member**. This means that a claim may involve more than one excess if the **insured member** is claiming benefits under more than one section of this travel **policy**.

If an **insured member** claims for more than one incident under a section of the travel **policy**, the excess will apply to each incident.

An excess of £50 automatically applies to all benefits, except for those marked ‘**’ or ‘+’.

Please note: where we do not pay the first amount of any claim, it cannot be claimed against any other insurance policy which the **insured member** may have with AXA PPP healthcare.

(i) **Reasonable care**

We are entitled to refuse to pay any claim unless the **insured member** exercises all reasonable care to prevent accident, injury, illness, loss or damage.

Please ensure that you keep this document in a safe place together with your **Travel Cover** membership statement in case you need them to make a claim.

If you have any queries you can contact us at the address or telephone number shown in this handbook.

5 General exclusions

The section headed ‘What we do not pay for (exclusions and limitations)’ in your **policy** applies to **Travel Cover** except as varied or added to in this document. These exclusions apply to all sections of your **Travel Cover**, except as stated.

We will not pay claims under any section caused by:

5.1 Any losses that are not directly associated with the incident that caused you to claim, unless expressly stated in this travel **policy**.

We will not pay claims under any section caused directly or indirectly by:

5.2 computer date change

the failure or fear of failure or inability of any equipment or any computer programme, whether or not you own it, to recognise or to interpret correctly or to process any date as its true calendar date, or to continue to function correctly beyond that date.

This exclusion shall not apply to benefits under Section 1 (Medical Benefits) or Section 2 (Personal Accident);

5.3 radioactive or chemical contamination

ionising radiation or contamination by radioactivity contamination from any nuclear waste, from combustion of nuclear fuel or the radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component of such assembly or from any chemical or toxic waste.

5.4 war and terrorist risks

war, **act of terrorism**, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, civil commotion, confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government, public or local authority.

This exclusion shall not apply to:

Benefits under Section 1 (Medical Benefits) providing:

- the **act of terrorism** is not of a nuclear nature
- at the time of travel the **insured member** is not travelling to a country or area that the Foreign and Commonwealth Office lists as a place which they advise against:
 - all travel to; or
 - all travel on holiday or non essential business; and

Benefits under Section 4, Cancellation and curtailment, providing:

- the Foreign and Commonwealth Office advice was issued after the **overseas journey** was booked
- the costs cannot be recovered from any other source
- the cover was in place before the FCO advice was issued.

This exclusion applies whatever your reason for travel.

We recommend the **insured member** contacts the Foreign and Commonwealth Office or their tour operator/airline before travelling to establish the current Foreign and Commonwealth Office advice. Relevant information is available on their website: fco.gov.uk.

5.5 loss of enjoyment

loss of enjoyment of the **overseas journey**.

5.6 perilous acts

the **insured member's** wilful, malicious or unlawful act, self exposure to needless peril (except in an attempt to save human life), any self-inflicted injury, use of any motorised vehicle unless the **insured member** holds a full applicable **United Kingdom** or EU driving licence, air travel (other than as a fare paying passenger on a regular scheduled airline or fully licensed charter aircraft operated by a recognised airline), or undertaking operational duties as a member of the armed forces.

5.7 substance abuse or suicide

your excessive taking of alcohol, use of drugs (other than drugs taken in accordance with **treatment** prescribed and directed by a registered **medical practitioner**, but not for the **treatment** of drug addiction), solvent abuse or suicide.

5.8 pressure waves

pressure waves caused by aircraft or aerial devices travelling at sonic or supersonic speeds.

5.9 professional sports

the **insured member** engaging in, or training for, any sport for which the **insured member** receives a salary or monetary reimbursement, including grants or sponsorship (unless the **insured member** receives travel costs only).

5.10 sports activities excluded

the **insured member’s** participation in the sports activities listed in **A** below. However, if you have purchased the Adventure Sports upgrade the **insured member** will be excluded for the sports activities listed in **B** instead.

A If you have not purchased the Adventure Sports upgrade, we will not pay for claims relating directly or indirectly to:	B If you have purchased the Adventure Sports upgrade, we will not pay for claims relating directly or indirectly to:
Base jumping Cliff diving Flying in an unlicensed aircraft or as a learner Martial arts Free climbing Mountaineering with or without ropes Scuba diving to a depth of more than 10 metres Trekking to a height of over 2,500 metres Bungee jumping Canyoning Gliding, hang-gliding, paragliding or microlighting Parachuting or skydiving Potholing Skiing off piste or any other winter sports activity carried out off piste	Base jumping Cliff diving Flying in an unlicensed aircraft or as a learner Martial arts Free climbing or mountaineering without ropes Mountaineering with ropes over a height of 2,500 metres Scuba diving to a depth of more than 30 metres Trekking to a height of over 5,000 metres

5.11 Travelling against Foreign and Commonwealth Office advice

If, at the time of travelling, the Foreign and Commonwealth Office had advised against all travel to that specific country or area, this exclusion will apply to all Sections, whatever your reason for travel.

We recommend the **insured member** contacts the Foreign and Commonwealth Office or their tour operator/airline before travel to establish the current Foreign and Commonwealth Office advice. This will ensure the **insured member** is aware of the content of cover before travelling. Relevant information is available on their website: fco.gov.uk.

Please note: Section 4 – ‘Cancellation and curtailment’ details the cover for cancellation of an **overseas journey**, due to new Foreign and Commonwealth Office advice.

6 Cover

- Section 1 – Medical benefits
- Section 2 – Personal accident
- Section 3 – Personal baggage, personal money and loss of passport
- Section 4 – Cancellation and curtailment
- Section 5 – Delayed departure
- Section 6 – Missed departure
- Section 7 – Catastrophe cover
- Section 8 – Legal expenses
- Section 9 – Personal liability
- Section 10 – Winter Sports
- Section 11 – UK cover

Section 1 – Medical benefits

A – Medical and additional expenses

We will pay up to £5,000,000 in all for each **insured member** in any **period of cover**:

We will pay expenses necessarily and reasonably incurred outside the **insured member's home area** if the **insured member** suffers illness or injury during the **insured period** outside their **home area**, for:

What we will pay for:

- (a) hospital, medical and **treatment** expenses.
- (b) up to £750 for emergency dental **treatment** for the immediate relief of pain and the preservation of natural teeth but not subsequent restorative work.
- (c) additional accommodation and travelling expenses incurred as a direct consequence of bodily injury sustained by the **insured member** or of unforeseen sickness of the **insured member** which has occurred while the **insured member** was on an **overseas journey**. We will pay for accommodation and travel expenses of a similar standard to that originally booked and paid for.
- (d) charges in the event of death of an **insured member** outside their **home area**, for burial or cremation in the locality where death occurs, up to a maximum of £2,000.
- (e) additional accommodation and travelling expenses incurred by one relative or one friend who is required, on written medical advice, to remain with an **insured member** who has suffered injury or sickness as in (c) above up to a maximum of £5,000.

Please note:

- (a) The benefits and conditions in this Section 1-A replace the overseas medical benefits in your **policy**. In applying the provisions of this Section 1-A, any individual medical underwriting exclusions which apply to your **policy** will not be applied to **Travel Cover**. Similarly, any specific benefit limits in your **policy** will not apply in assessing benefits under this Section 1-A. However, the section headed "What we do not pay for (exclusions and limitations)" in your **policy** will apply to claims under **Travel Cover**.
- (b) Your **policy** only covers **treatment** given by a specialist. That limitation does not apply to **treatment** for which you can claim under this Section 1-A.
- (c) We will pay for accommodation and travel expenses of a similar standard to that originally booked and paid for.

What we will not pay for:

- (i) **treatment** received on an **overseas journey** if the **insured member** travelled to seek medical **treatment** or for **treatment** on an **overseas journey** if the **insured member** knew that such **treatment** would be needed at some point in the course of the **overseas journey**;
- (ii) we will not pay for normal pregnancy or childbirth in any circumstances but we will pay for the **treatment** of a **medical condition** which is due to and occurs during pregnancy subject to all other benefit limitations and exclusions on this travel **policy**;
- (iii) any expenses incurred in the **insured member's home area**;
- (iv) any medication or drugs which at the start of the **overseas journey** the **insured member** knew they needed;
- (v) travel against any health requirements stipulated by the carrier, their handling agents or any other **public transport** provider;
- (vi) any medical or additional expenses for any **treatment** which, in the opinion of the doctor in attendance and our medical adviser, can reasonably be delayed until the **insured member** returns to their **home area**;
- (vii) any charges where the **insured member** travelled outside their **home area** to obtain **treatment** (whether or not that was the only reason) or travelled against medical advice (including the published advice of the Chief Medical Officer of the Department of Health of England);
- (viii) any expenses recovered under a National Health Service reciprocal agreement abroad (for example by using a European Health Insurance Card);
- (ix) any loss or expense which is in any way connected with the insured member's psychiatric illness (including stress, anxiety, depression or any other mental or psychological disorder);
- (x) gender re-assignment operations or any other surgical or medical **treatment** including psychotherapy or similar services which arise from, or are directly or indirectly made necessary by gender re-assignment;
- (xi) preventative (ie prophylactic) **treatment**;
- (xii) vaccinations and routine or preventative medical examinations, including routine follow-up examinations;
- (xiii) any charges which are incurred for social or domestic reasons or for reasons which are not directly connected with **treatment**;
- (xiv) any charges for massage and/or from health hydros, spas, nature cure clinics or any similar place, even if it is registered as a hospital;
- (xv) any charges for repairs to or provision of dentures or artificial teeth; or for dental work involving the use of precious metals;
- (xvi) the first £50 of each and every claim per incident for each **insured member** (unless the **insured member** uses a European Health Insurance Card to recover costs).

Note: Benefits for any necessary emergency repatriation and/or evacuation are not included in this Section 1A. Those benefits will only be paid if those services are provided by and through AXA PPP healthcare. The terms applicable to repatriation and/or evacuation are shown in Section 1B (International Emergency Medical Assistance).

B – International Emergency Medical Assistance

This is one of the benefits of your **Travel Cover**. The terms of cover for this **service** are as follows. The **service** is provided by an international assistance company who act for us.

Additional definitions applying to the International Emergency Medical Assistance

appointed doctor

a **medical practitioner** chosen by us to advise us on the **insured member's medical condition** and/or need for the **service**.

service

moving the **insured member** to another hospital which has the necessary medical facilities either in the country where the **insured member** is taken ill or in another nearby country (evacuation) or bringing them back to the **United Kingdom** (repatriation).

What we will pay for:

The service

The **service** is available **worldwide** during the **period of cover** to any **insured member** who, while abroad from the **United Kingdom**, is injured or becomes ill suddenly and needs immediate hospital **treatment** as an in-patient. The **service** is only available in these circumstances. The General Exclusions listed on page 19 and the exclusions listed in Section 1A do not apply to the **service**. If the **service** is needed you must contact the alarm centre so that immediate help or advice can be given over the phone. Arrangements may then be made for an **appointed doctor** to see the **insured member** and to move him or her back to the **United Kingdom** (repatriation) if necessary. If an **appointed doctor** thinks it is necessary then the **service** will be carried out under medical supervision. The **service** includes any necessary **treatment** administered by the international assistance company appointed by us whilst they are moving you.

Transport arrangements

All the arrangements must be made by us. The **insured member** may be transported by air ambulance, by a regular airline or by any other method of transport we consider appropriate. We will decide the method of transport and the date and time.

Accompanying person

In all cases where the **insured member** is under 18, and in other cases where we believe that their **medical condition** makes it appropriate, another person, who must be 18 or over, may accompany the **insured member** while he or she is being moved, we will pay for accommodation and travel expenses of a similar standard to that originally booked and paid for.

We will also pay the additional travelling and accommodation costs incurred in returning to the **United Kingdom** any **family members** covered by an AXA PPP healthcare plan who are accompanying the **member** on the **overseas journey**, when the costs incurred are for travel and accommodation of a similar standard to that originally booked and paid for.

Return of mortal remains

If an **insured member** dies abroad we will pay the cost of taking the mortal remains back to a mortuary within the **United Kingdom**.

What we will not pay for:

Exclusions

The **service** is not available to cover the following:

- (i) any **medical condition** which does not need immediate in-patient hospital **treatment** or which does not prevent the **insured member** from continuing to travel or to work;
- (ii) injuries from playing professional sport or from any dangerous sport activity which is listed as excluded in 5.10 of the General Exclusions on page 21 of this **policy**;
- (iii) if the **insured member** needs to be moved from a ship, oil-rig platform or similar off-shore location (except as allowed for in Section 1C, Cruise ship evacuation);
- (iv) any costs that we do not approve beforehand; and
- (v) if we have not been told about the accident or illness for which the **service** is needed within 30 days of it happening (unless this was not reasonably possible).
- (vi) Any costs incurred which arise from or are directly or indirectly caused by a deliberately self-inflicted injury, suicide or an attempt at suicide.

Our liability

We will not be liable for

- (a) any failure to provide the **service** or for any delays in providing it unless the failure or delay is caused by our negligence (including that of the international assistance company we have appointed to act for us) or of agents appointed by either.
- (b) failure or delay in providing the **service**:
 - (i) if, by law, the **service** cannot be provided in the country in which it is needed; or
 - (ii) if the failure or delay is caused by any reason beyond our control including, but not limited to, strikes and flight conditions.
- (c) injury or death caused to the **insured member** while he or she is being moved unless it is caused by our negligence or the negligence of anyone acting on our behalf.

Unused travel tickets

Any unused portion of the **insured member's** travel ticket and that of any accompanying person, will immediately become our property and must be given to us.

C – Cruise ship evacuation

This is one of the benefits of your **Travel Cover**. The terms of cover for this **service** are as follows.

What we will pay for:

- (a) Up to £25,000 per **year** towards the costs incurred for your removal from a cruise ship or liner when:
 - you are injured or fall ill suddenly and need emergency in-patient treatment that cannot be provided on board;
 - your evacuation from the cruise ship or liner is carried out by a third party (coastguard, military or similar); and
 - you have received an invoice for the cost of the evacuation.

What we will not pay for:

- (a) Charges if you have travelled against medical advice or received a terminal prognosis.
- (b) We will not be liable for any failure of an organisation to provide the removal or delays in providing it.
- (c) Removal for any **medical condition** which does not prevent you from continuing to travel and which does not need immediate emergency in-patient **treatment**.
- (d) Costs incurred when you have not received an invoice but have chosen to make a voluntary contribution.

D – Compassionate overseas visit

What we will pay for:

Travelling and accommodation costs for a **close relative** or friend to join an **insured member** and/or accompany an **insured member** who requires in-patient **treatment** in a hospital outside the **United Kingdom** for more than seven consecutive days when travelling alone during an **overseas journey** provided that:

- (a) the presence of such a companion is deemed necessary and appropriate in the opinion of the doctor in attendance and our medical adviser;
- (b) all the arrangements are made by us. The **insured member's close relative** or friend may be transported by regular airline or by any other method of transport we consider appropriate. We will decide the method of transport and the date and time.
- (c) the travelling and accommodation costs are of a similar standard to those originally booked and paid for by the **insured member**.

What we will not pay for:

- (i) any claim which does not relate directly to a **medical condition** for which we would have paid benefit under Section 1A or for which benefit would have been paid if the **insured member** had not used a European Health Insurance Card to recover costs; and
- (ii) any costs that we do not approve beforehand.

E – Assault benefit

What we will pay for:

- (a) £50 for each night up to a maximum of £1,000 for each **insured period**, if, during an **overseas journey**, the **insured member** is assaulted and, as a result of the injuries received, is admitted as an in-patient to a hospital during an **overseas journey**. This benefit is in addition to any amounts payable under Section 1 – Medical benefits.

What we will not pay for:

- (i) any claim unless a report is made to the police within 24 hours of the assault (unless this was not reasonably possible).

F – Prescription drugs and medication

What we will pay for:

the cost of replacing essential prescribed drugs or medication, up to the maximum amounts shown below in each **insured period**, in the event of:

- the accidental loss or theft of an **insured member's** essential prescribed drugs or medication during an **overseas journey**;
- the extension of the **insured member's overseas journey** for unavoidable reasons (by which we mean the inability to travel for medical reasons or for reasons beyond control where there is no available scheduled public transportation) subject to the provisions applying to “Automatic Extension” set out in paragraph 3.3 of the General Conditions.

Replacement prescription medication £300.

NHS prescription costs

the cost of NHS prescription charges following the **insured member's** return to the **United Kingdom** up to a maximum of £50 in all for each **insured period**.

Provided that the **insured member's medical practitioner** has specifically prescribed the medication as a direct result of an accident or **medical condition** suffered during the **overseas journey**.

What we will not pay for:

- (i) loss or damage arising from delay or confiscation or detention by customs or other officials;
- (ii) loss of essential prescribed drugs or medication whilst it is in the custody of an airline or any other carrier unless such loss or damage is reported in writing to the carrier within three days of discovery and a written report (Property Irregularity Report in the case of an airline) is obtained from the carrier explaining the circumstances of such loss or damage;
- (iii) theft or suspected theft of essential prescribed drugs or medication unless it is reported to the police (or the hotel management if it is stolen in an hotel) and written confirmation is obtained from them;
- (iv) loss of essential prescribed drugs or medication whether or not carried in suitcases, trunks or containers of a similar nature unless at all times they are attended by the **insured member** or deposited in a safety deposit box (where available) or left in the **insured member's** locked personal accommodation or **personal baggage** left out of sight in a locked luggage area or locked motor vehicle following forcible and violent entry;
- (v) the first £50 of each and every claim per incident for each **insured member**;
- (vi) any claim for prescription costs and medication on the return to the UK, which does not relate directly to a **medical condition** for which we have paid benefit under Section 1A or for which benefit would have been paid if the **insured member** had not used a European Health Insurance Card or equivalent to recover costs.

G – Hospital support in the United Kingdom

What we will pay for:

if, immediately following your return to the **United Kingdom**, the **insured member** has to go into hospital for in-patient **treatment** for more than 24 hours, as a direct result of an accident or **medical condition** arising while on an **overseas journey**, we will pay £25 for each complete 24-hour period the **insured member** spends as an in-patient up to a total maximum for each **insured period** of £150 for each **insured period**.

What we will not pay for:

- (i) any claim relating to in-patient **treatment** which is not required as a direct result of an accident or **medical condition** which first arose during an **overseas journey**;
- (ii) any claim in respect of any in-patient **treatment** which does not begin immediately upon the **insured member's** return to the **United Kingdom**;
- (iii) **treatment** of any **medical condition** for which the **insured member** was awaiting **treatment**, or for which there was known requirement for **treatment** at the start of the **overseas journey**;
- (iv) any claim which does not relate directly to a **medical condition** for which we have paid benefit under Section 1A or for which benefit would have been paid if the **insured member** had not used a European Health Insurance Card to recover costs.

Sections 2–11

Travel benefits

Section 2 – Personal accident

Additional definitions applying to Section 2:

bodily injury

an injury caused by external, accidental, violent and visible means and which, within twenty four months from the date of the accident, results solely, directly and independently of any other cause in the **insured member's** death, dismemberment or **permanent total disablement**.

loss of limb

the loss by permanent physical severance of a hand at or above the wrist or of a foot above the talus (ankle bone).

loss of an eye

the complete and permanent loss of sight or an eye.

permanent total disablement

absolute disablement from being able to carry out any *gainful* employment or *gainful* occupation for twelve consecutive months from the date of the **bodily injury** in circumstances where, at the end of that time, there exists no reasonable probability of improvement.

Any contributory **medical condition** or disability, whether or not known by the **insured member** to be in existence at the time of sustaining the **bodily injury** will be taken into account by us in assessing benefits payable in respect of death or **permanent total disablement**.

The maximum amount of benefit we will pay under this Section 2 for one or more injuries sustained by an **insured member** during any **insured period** shall not exceed £30,000.

Only one benefit will be payable in any **insured period**.

What we will pay for:

We will pay the following amounts in the event that an **insured member** sustains a **bodily injury** while on an **overseas journey** during the **insured period**:

Benefit	Up to age 16 years	Over 16 years
(a) death	£3,000	£30,000
(b) the loss of one or more limbs or one or both eyes	£30,000	£30,000
(c) permanent total disablement	£30,000	£30,000

What we will not pay for:

we will not pay benefits:

- (i) under (c) we will not pay benefits unless satisfactory written medical evidence is provided to us that the disablement has continued for 12 consecutive months from the date of the **bodily injury** and that in all probability, it will continue for the remainder of the **insured member's** life;
- (ii) we will not pay for any claim that does not relate directly to a **medical condition** for which we have paid benefit under Section 1A or for which benefit would have been paid if the **insured member** had not used a European Health Insurance Card to recover costs.

Section 3 – Personal baggage, loss of money and loss of passport

Additional definitions applying to Section 3:

personal baggage

each of the **insured member's** suitcases, trunks and similar carrying devices and their contents being portable items that you wear or carry around for personal use, adornment or convenience, but excluding building fixtures and fittings, and **personal money**.

personal money

cash, bank or currency notes, cheques, travellers cheques, postal or money vouchers, travel tickets or pre-paid vouchers.

We will pay up to the following amounts in all for each **insured member** in any **period of cover**
Loss of personal baggage, delayed baggage, loss of personal money and loss of passport

Loss of baggage			Loss of personal money		Loss of passport	Delayed baggage
Maximum payable	Maximum payable for		Maximum payable for personal money	Up to the following for cash	Maximum payable	Maximum payable
	Set of articles	Single article				
£1,500	£350	£350	£500	£250	£250	£150

What we will pay for:

(a) **Lost or damaged personal baggage**

Loss of or damage to **personal baggage** which is owned by the **insured member** and is taken, sent in advance or purchased during a **period of cover** (including clothing and personal effects worn or carried on the person, trunks, suitcases and similar carrying devices).

We will pay you the current market value, which takes into account a deduction for wear, tear and depreciation. Alternatively at our option we will replace, reinstate or repair the accidental loss of or damage to baggage owned (but not leased, hired or borrowed) by the **insured member**.

(b) **Delayed personal baggage**

Emergency purchases of essential items of clothing or personal requisites which result from any temporary loss of **personal baggage** as a result of delay or misdirection in delivery by a carrier provided that such delay or misdirection lasts for more than twelve hours from the time the **insured member** arrives at the outward destination.

(c) **Personal money**

Benefits in respect of loss of currency will be limited to any amount permitted by any currency regulations which may be in force at the date of commencement of travel.

Benefits are, in any event, only payable in respect of losses not recoverable by replacement of such travellers cheques.

(d) **Loss of passport**

Additional unplanned travel and/or accommodation costs necessarily incurred by the **insured member** to obtain a replacement passport or similar documentation to allow completion of the **overseas journey** where such passport has been lost, stolen or destroyed. We will pay for travel and accommodation expenses of a similar standard to that originally booked and paid for.

Necessary statutory charges made by the relevant authority to provide such replacement passport or similar documentation.

What we will not pay for:

- (i) claims under both (a) and (b) in respect of the same loss;
- (ii) loss or damage arising from delay or confiscation or detention by customs or other officials;
- (iii) loss or theft or damage to any property left unattended unless it is either booked into the care of a transport company and a receipt obtained, in locked accommodation or deposited in a hotel safe or safety deposit box;
- (iv) loss or damage to bonds, coupons, stamps, negotiable instruments, securities or documents of any kind;
- (v) loss or damage to contact or corneal lenses;
- (vi) damage to perishable goods, glass, china, bottles, cartons or similar fragile articles or any subsequent damage caused as a result thereof unless appropriate care is taken;
- (vii) wear and tear, depreciation, deterioration or loss or damage by atmospheric or climatic conditions by moth, vermin, insects, processes of cleaning, repairing or restoring, mechanical or electrical breakdown;
- (viii) loss or damage to **personal baggage** whether or not carried in suitcases, trunks or containers of a similar nature unless at all times they are attended by the **insured member** or deposited in a safety deposit box (where available) or left in the **insured member's** locked personal accommodation or **personal baggage** left out of sight in a locked luggage area or locked motor vehicle following forcible and violent entry;
- (ix) loss of travellers cheques unless the loss is immediately reported to the local branch or agent or issuing authority. Benefits are, in any event, only payable in respect of losses not recoverable by replacement of such travellers cheques;
- (x) devaluation of currency or shortages due to errors or omissions during monetary transactions;
- (xi) loss of promotional vouchers of any description (including air miles and timeshare points);
and
- (xii) the first £50 of each and every claim per incident for each **insured member** (this will not apply to (b)).

Special conditions

1. For this section 3 only, the period of cover is extended to include the **insured member's** journey to the departure point for their **overseas journey** from their home, and the return journey to their home immediately following the end of their **overseas journey**, providing each journey is less than 36 hours in duration.
2. The **insured member** must take reasonable precautions at all times to ensure the safety and supervision of any property and the **insured member** should take all practicable steps to recover property lost or stolen. If it is lost or damaged while in care of a transport company authority or hotel, the **insured member** must report to them details of the loss or damage and obtain a property irregularity report.
3. You must report to the police within 24 hours of discovery and obtain a written report of the loss, theft or attempted theft of any property.
4. If you claim for a part of a pair or set of articles, we will only pay for the part or set which is accidentally lost or damaged.

Section 4 – Cancellation and curtailment

We will pay up to the following amount in all for each **insured member** in any **period of cover**:
£5,000.

What we will pay for:

we will pay for the unused portion of travel and accommodation costs and other pre paid charges of the **overseas journey** (purchased prior to the **insured member's** departure date) which the **insured member** is legally obliged to pay and which cannot be recovered from any other source, if the **insured member** has to cancel or **curtail** the **overseas journey** necessarily and unavoidably as a result of the following events:

- (a) the accidental bodily injury to or illness or death of:
 - (i) the **insured member**;
 - (ii) any person with whom the **insured member** is travelling or has arranged to travel;
 - (iii) any person with whom the **insured member** has arranged to reside temporarily;
 - (iv) any **close relative** or any person for whom the **insured member** holds power of attorney.
- (b) redundancy (provided employment has been on a continuous full time basis with the same employer for at least 24 months and qualifies for payment under current UK redundancy payment legislation and at the time of booking the trip there was no reason to believe anyone would be made redundant) of you or persons with whom you are travelling or had arranged to travel with.
- (c) accidental damage to your home or place of business rendering it uninhabitable, or the police requesting your presence following theft at your home or place of business during your trip or the preceding 72 hours.
- (d) jury service, attendance as a witness at a court of law following receipt of a subpoena, and where such jury service, attendance at court involves the **insured member** who had arranged to travel or that **insured member's** husband, wife, civil partner or partner; or
- (e) the withdrawal of leave for members of the Armed Forces, or employees of a Government Department, provided that such cancellation or **curtailment** could not reasonably have been expected at the time arrangements were made.
- (f) compulsory quarantine or prevention of travel due to a Government restriction following an epidemic.
- (g) additional travel and accommodation expenses necessarily incurred by the **insured member** to return to the UK before the expiration of the **overseas journey** when that is made necessary as a direct result of the death, serious bodily injury, or sudden serious sickness in the UK of that **insured member's** husband, civil partner, wife, parent, parent-in-law, child, brother, sister, grandparent or close business associate. We will pay for travel and accommodation expenses of a similar standard to that originally booked and paid for.
- (h) new Foreign and Commonwealth Office guidance which advises against travel to the specific country or area that the **insured member** is booked to travel to. By new advice we mean that the advice must have been introduced following the booking of the **overseas journey** and after the purchase date of this travel **policy**. We recommend that you contact the Foreign and Commonwealth Office or your tour operator/ airline before booking your **overseas journey** to establish the current Foreign and Commonwealth Office advice. Relevant information is available on their website: fco.gov.uk.

What we will not pay for:

- (i) any loss or expense relating to the **curtailment** of the **overseas journey** caused by a **medical condition** for which the **insured member** has travelled to seek **medical treatment** or knew that **treatment** for that **medical condition** would be needed at some point in the course of the **overseas journey**;
- (ii) any loss or expense relating to the cancellation of the **overseas journey** as a result of any circumstances you should have reasonably known about before you bought this policy or booked the **overseas journey**.
- (iii) expenses payable by any tour operator, hotel or provider of transport or accommodation;
- (iv) any expenditure attributable to failure on the part of the **insured member** to notify the travel agent or tour operator or provider of transport or accommodation immediately it is found necessary to cancel the travel arrangements;
- (v) expenses incurred as a result of having booked or having travelled against the advice of either:
 - a) A qualified **medical practitioner** (including the published advice of the Chief Medical Officer of the Department of Health of England), or
 - b) The Foreign and Commonwealth Office;
- (vi) expenses incurred as a result of travelling against any health requirements stipulated by the carrier, their handling agents or any other **public transport** provider;
- (vii) any loss or expense which is in any way connected with the **insured member's** psychiatric illness;
- (viii) any costs/charges paid or discharged by the use of promotional vouchers of any description (including air miles and time-share points);
- (ix) failure to obtain the required passport or visa;
- (x) unemployment caused by, or resulting from misconduct leading to dismissal or from resignation or voluntary redundancy or where a warning or notification of redundancy was given prior to the application for insurance and;
- (xi) the first £50 of each and every claim per incident for each **insured member**.

Special conditions:

- (A) Cancellation must occur before the commencement of the **overseas journey** and arise from any of the events insured (see above in Section 'What we will pay for') which is outside your control and within the **period of cover** (as defined by Section 4, note B).
- (B) For this Section 4 only, the **period of cover** extends from the date of the booking of the **overseas journey** or the receipt of premium payment for the **Travel Cover** until the departure date, whichever is the shorter, irrespective of the **insured period**.
- (C) You must obtain a medical certificate from the **medical practitioner** treating the **insured member**, or the person whose health causes the **insured member** to cancel or **curtail** the **overseas journey** confirming the medical necessity to cancel the **overseas journey**.
- (D) If it is necessary for the **insured member** to **curtail** their trip due to medical reasons, you must obtain a certificate from the treating **medical practitioners**.

(E) You must obtain our agreement to any additional travelling expenses before the **insured member** makes arrangements to return home.

Special note:

The term pre-booked used in this **policy** is deemed to mean any booking made at least 24 hours prior to the commencement of the scheduled departure time on your ticket.

Section 5 – Delayed departure or extended delay

We will pay up to the following amounts for each **insured member** in any **period of cover**:

Benefit	Delayed departure		Maximum	Extended delay	Cancellation due to extended delayed departure
	First complete 12 hours	Subsequent complete 12 hours			
Travel Cover	£50	£50	£200	£2,000	£2,000

What we will pay for:

In the event that any **train**, coach, aircraft or sea vessel in which the **insured member** had arranged to travel from or back to the **United Kingdom** (or the Channel Islands if the **insured member** lives there) departs more than 12 hours after the time specified in the relevant itinerary supplied to the **insured member**, owing to:

- strike or industrial action; or
- adverse weather conditions; or
- mechanical breakdown; or
- technical fault:

Delayed departure

(a) for the first completed 12 hours delay and for each full 12 hours delay thereafter up to 48 hours up to the maximum amount set out above;

Extended delayed departure

(b) up to the extended delay benefit limit for:

- i) travel and accommodation charges that the **insured member** has paid or is contracted to pay and is unable to use because of the delay;
- ii) reasonable additional travel and accommodation charges that are of a similar standard to your pre-booked accommodation if the **insured member** has to make alternative arrangements as a result of the delay.

We will pay if these charges cannot be claimed back from any other source.

This benefit only applies if you do not cancel your **overseas journey** and you do proceed to your destination.

Cancellation due to extended delayed departure

(c) for irrecoverable travel and accommodation expenses you have paid or contracted to pay if after a minimum 12 hours has elapsed you choose to cancel your **overseas journey**.

What we will not pay for:

- (i) delayed departure which arises from the failure of the **insured member** or any person with whom the **insured member** is travelling, to check-in correctly in accordance with the itinerary;
- (ii) strike or industrial action or air traffic control delay existing or publicly declared by the date the **insured member** booked the **overseas journey**, or the date this insurance was issued;
- (iii) the withdrawal from service (temporary or otherwise) of an aircraft or sea vessel on the recommendation of the Civil Aviation Authority, Port Authority or any similar body in any country;

The **insured member** must obtain written confirmation from the carriers (or the handling agents) of the number of hours delay in departure giving the reason for such delay.

- (iv) the first £50 of each and every claim per incident in respect of each **insured member** for extended delay.

Special conditions

- (A) You may claim only under either subsection (a) or under subsections (a) and (b) or under subsection (c) and no other combination of benefit.
- (B) For this Section 5 only, the **period of cover** operates from the time the **insured member** was required by the relevant itinerary to check in at the departure point until the booked **train**, aircraft or sea vessel actually departs.
- (C) An **insured member** cannot claim under both this Section 5 (Delayed Departure) and Section 6 (Missed Departure) in respect of the same loss.

Section 6 – Missed departure

We will pay up to the following amounts for each **insured member** in any **period of cover**: £1,000.

i) Missed international departure

What we will pay for:

Additional transport charges necessarily incurred to enable the **insured member** to reach the destination stated in the relevant itinerary because the **insured member** failed to reach either the point of departure from or return to the **United Kingdom** (or the Channel Islands if the **insured member** lives there) in time to join the booked **train**, aircraft or sea vessel. Failure to reach such point of departure in time must have been caused by the mechanical breakdown of the motor vehicle in which the **insured member** was travelling (unless such breakdown was the direct result of failure to carry out routine maintenance to the vehicle) or of an accident which renders it unroadworthy or an accident or breakdown happening ahead on a public road which causes an unexpected delay to the vehicle in which the **insured members** are travelling, or by the failure of public transport scheduled services (including scheduled flights) owing to:

- (a) strike or industrial action; or
- (b) adverse weather conditions; or
- (c) mechanical breakdown; or
- (d) technical fault.

Please note: We will pay for transport expenses of a similar standard to that originally booked and paid for.

ii) Missed connections overseas

What we will pay for:

If, as a direct result of a scheduled public transport service (including scheduled flights) on which you are booked to travel not running to its published timetable, you miss a pre-booked onward connection outside of the **United Kingdom**, we will pay for extra accommodation and travel costs you have to pay to reach the next destination shown on your ticket/itinerary.

What we will not pay for:

- (i) failure of public transport (including scheduled flights) owing to strike or industrial action which was already existing or known to be anticipated at the date the **overseas journey** was booked;
- (ii) mechanical breakdown or accident rendering the motor vehicle in which the **insured member** was travelling unroadworthy unless the **insured member** has obtained a written statement from a recognised breakdown recovery service or repairer confirming the fact of mechanical breakdown, or a police report of the accident;
- (iii) failure to arrive at the departure point due to an **insured member** not leaving enough time to reach that departure point, including allowing for predictable delays.

What we will not pay for – continued:

- (iv) failure of public transport scheduled services unless the **insured member** has obtained written confirmation from the public transport authority of the cause and length of the delay;
- (v) costs if the transport operator has offered alternative travel or accommodation arrangements of a similar standard to that originally booked and paid for; and
- (vi) the first £50 of each and every claim per incident for each **insured member**.

Please note: An **insured member** cannot claim under both Section 5 (delayed departure) or Section 4 (Cancellation and curtailment) and this Section 6 in respect of the same loss.

Section 7 – Catastrophe cover

What we will pay for:

- (a) accommodation and transport costs the **insured member** incurs when they need to move to other accommodation of a similar standard to that originally booked and paid for, if, as a result of fire, flood, earthquake, avalanche, storm or local government directive during the **overseas journey**, the **insured member** cannot use the accommodation. We will pay up to a £300 for each **insured period**.

What we will not pay for:

- (i) any costs or expenses payable by or recoverable from your tour operator, airline, hotel or other provider of accommodation.
 - (ii) any costs or expenses if the **insured member** decides not to remain in the booked accommodation, although it is considered safe and acceptable to continue staying there.
-

Section 8 – Legal expenses

What we will pay for:

We will pay up to the amounts shown;

- (a) reasonable legal costs which the **insured member** or his or her personal representatives have to pay in the event of the **insured member's** death or personal injury caused by the fault of someone else during the **period of cover**;

The most we will pay for each **insured member** in any **period of cover** is: £25,000.

Where there are two or more **insured members** covered by the **policy**, the maximum we will pay in respect of all claims under this Section 8(a) is: £50,000.

- (b) the cost of a visit by a local lawyer to provide initial consultation if criminal proceedings are brought against an **insured member** in a court as a result of any accidental action by the **insured member**.

What we will not pay for:

- (i) any claim where, in our opinion there are no reasonable prospects of success;
- (ii) any claim not notified to us within 90 days after the commencement of the event giving rise to the claim (unless this is not reasonably possible);
- (iii) any claim against a carrier, or the travel or holiday agent or tour operator arranging the **overseas journey**; or against us;
- (iv) any claim against a person with whom you were travelling;
- (v) any legal action where the estimated amount of damages is less than £500, but we will try to obtain an amicable settlement in those circumstances;
- (vi) legal costs in respect of actions undertaken in more than one country;
- (vii) any legal fees incurred on the contingency that your action is successful;
- (viii) any legal consultation which is in respect of any invoices unpaid by you;
- (ix) any legal costs or expenses incurred before we accept your claim in writing;
- (x) any claims made by an **insured member** other than in his or her private capacity;
- (xi) any costs or expenses incurred within the **United Kingdom**;
- (xii) any claim arising from participation in any sport listed in the General Exclusions section on page 21.

Conditions relevant to this Section 8

We shall supervise any legal action through agents we nominate and will decide the point at which negotiations cannot usefully be pursued further. After that, no further claims can be made against us in respect of the event giving rise to that legal action.

Section 9 – Personal liability

We will pay, by way of indemnity, up to £2,000,000 the following amounts in all (inclusive of legal costs) for each insured member in any insured period or for any claim or series of claims arising from any one event or source of original cause:

What we will pay for:

All sums the **insured member** becomes legally liable to pay as compensation whilst undertaking an **overseas journey** within the **period of cover** for any claim or series of claims arising from any one event or source of original cause as a result of:

- (a) accidental injury to a person;
- (b) accidental loss or damage to material property belonging to a third party;
- (c) any third party costs and expenses which are recoverable from the **insured member** by the third party under English law;
- (d) the **insured member's** costs and expenses provided that such costs and expenses have been incurred with our prior written consent.

What we will not pay for:

- (i) employers' liability, contractual liability or liability to a member of your family or household;
- (ii) liability arising out of the ownership, possession or use of any vehicle, aircraft or water craft (other than manually propelled rowing boats, punts or canoes);
- (iii) liability arising out of property belonging to or held in trust by or in the custody or control of the **insured member**;
- (iv) liability arising out of the carrying on of any trade, profession or business;
- (v) damage, illness or disease directly or indirectly arising out of a communicable disease.

Please note: It is a condition of any claim under this Section 9 that the **insured member** shall make no admission, offer, promise, payment or undertaking of payment without our prior written consent.

Section 10 – Winter Sports

The cover under this Section 10 automatically included in your **Travel Cover**. Winter Sports cover is limited to 17 days maximum duration in any **insured period**.

Additional definitions applying to section 10:

skiing on-piste skiing on natural lying snow between the piste poles and not on an unrecognisable trail.

skiing off-piste skiing outside the piste poles on natural lying snow and not on a prepared trail.

What we will pay for:

(a) piste closure

we will pay up to £200 for the cost of the **insured member's** reasonable transport and accommodation expenses to an alternative site if weather conditions, the non-function of ski lift(s) or avalanche result in the total closure of skiing facilities in the resort in which the **insured member** has pre-booked and it is not possible to ski as long as such conditions prevail at the resort.

[If no alternative sites are available we will pay compensation at the rate of £20 per day up to £200]

(b) delay due to avalanche

we will pay you up to the amount as set out below for additional travel and accommodation costs necessarily incurred by the **insured member** to get to or from the pre-booked **winter sports resort** in the event of a delay from the scheduled arrival or departure time (as stated in the itinerary) due to avalanche incurred on the outward, or return flight, sea crossing, coach or **train** journey as set out in the pre-booked itinerary. We will pay for travel and accommodation expenses of a similar standard to that originally booked and paid for.

For each **insured member** we will pay up to £100 in the event of any delay of more than 12 hours.

(c) ski hire

up to £20 for each **insured member** for each full 24-hour period the **insured member** necessarily hires skis, ski boots, ski bindings or ski poles, following:

- accidental loss or damage to the **insured member's** own skis; or
- those skis being lost or misplaced by an airline or other carrier on the outward journey from the **United Kingdom** so that they are delayed for at least 12 hours after the **insured member's** arrival at the holiday destination up to a maximum of £200 for each holiday.

(d) loss of ski pass

up to £500 in all for each **insured member** in any **period of cover** for the loss or theft of the **insured member's** ski lift pass. Reimbursement will be based on the outstanding number of days from the date of reported loss to a maximum of £500.

Please note: an **insured member** cannot claim under both this Section 10(d) and Section 3 (Personal Money) in respect of the same loss.

(e) physiotherapy in the United Kingdom

we will pay up to £50 per session to a maximum of £300 for any physiotherapy required by an **insured member** on return to the **United Kingdom** as a direct result of an injury sustained while partaking in winter sports outside the **United Kingdom**.

What we will not pay for:

- (i) claims arising from **skiing off piste** or any other winter sports activity carried out off piste unless you have purchased the Adventure Sports upgrade;
- (ii) claims arising from piste closure due to lack of snow before 1 December of any year or after 1 April of any year (or such season as is suitable for skiing in the relevant **winter sports resort**);
- (iii) any expenses incurred unless written confirmation from the holiday representative, their handling agents or ski-lift operators is obtained confirming the piste(s) closure, the duration of the closure and the reason for such closure;
- (iv) expenses incurred owing to strike or industrial action of the piste and/or ski-lift operators in the resort in which the **insured member** was scheduled to stay and which existed or was known to be anticipated on the date the **overseas journey** was booked;
- (v) holidays not specifically arranged for the purpose of, and at a season suitable, in the chosen destination for skiing and the pursuit of winter sports;
- (vi) where the **insured member** fails to obtain written confirmation from the carriers (or the handling agents) of the number of hours' delay giving the reason for such delay;
- (vii) where the **insured member** fails to check in correctly in accordance with the itinerary;
- (viii) where the **insured member** fails to check in as a result of strike or industrial action which was already existing or known to be anticipated at the date that the **overseas journey** was booked;
- (ix) ski hire following the delay, detention, seizure or confiscation of skis by Customs or other officials; and
- (x) ski hire following damage to skis more than five years old.
- (xi) loss of a ski lift pass not reported to the police within 24 hours of discovery and supported by a written report obtained from them;
- (xii) the first £50 of each and every claim per incident for each **insured member**.
- (xiii) any claim for physiotherapy treatment following the return to the UK (see 10(e)) which does not relate directly to a **medical condition** for which we have paid benefit under Section 1a or for which benefit would have been paid if the **insured member** had not used a European Health Insurance Card to recover costs.

Section 11 – Travel within the United Kingdom only

If the **insured member** is undertaking a **trip** solely within the **United Kingdom**, it follows that some Sections of this **Travel Cover** will not apply to the cover we offer for such a journey.

The following modifications therefore apply to your **Travel Cover** in respect of any **trip** made solely within the **United Kingdom**:

1. In Section 2 of the membership agreement the following definitions are modified.

(a) The definition of “**overseas journey**” does not apply and the following replaces it:

trip

A journey which does not involve travelling outside the **United Kingdom** and must include at least two nights’ pre-booked accommodation.

For the purposes of the cover provided under this Section 11, the term “**trip**” shall replace the term “**overseas journey**” throughout this **Travel Cover** and where the **Travel Cover** refers to departure from or to the **United Kingdom** this shall be interpreted as departure from or return to the departure point within the **United Kingdom**.

(b) The definition of “**train**” does not apply.

(c) For this section only we have defined “**departure point**” as:

departure point

The point the **insured member** leaves their home to start their **trip**.

2. In Section 3 of the membership agreement the provisions of Section 3.1 (Commencement of Cover) do not apply and the following replace them:

3.1 Commencement of cover

Benefits 2 (personal accident), 3 (personal money), 4 (Cancellation and curtailment), 8 (legal expenses) and 9 (personal liability)

Each **period of cover** begins when the **insured member** leaves the **departure point** to commence the **trip** and continues until the arrival back on the completion of the **trip**.

Benefit 4 (Cancellation)

The **period of cover** commences immediately a booking for a **trip** has been made (or the date upon which the **Travel Cover** commences, if later) and terminates on the date on which the **trip** starts.

Benefit 5 (Delayed departure and extended delay)

The **period of cover** operates from the time the **insured member** was required by the relevant itinerary to check-in at the airport, station or port until the pre-booked public transport actually departs.

Benefit 6 (Missed departure)

The **period of cover** operates from the time the **insured member** leaves home until arrival at the airport or **station** for the **trip**.

3. The following benefits are not available to **insured members** travelling solely within their **home area**.

- (i) Section 1 Medical benefits
- (ii) Section 3 Personal baggage

The following benefits are not available to insured members travelling solely within the **United Kingdom**.

- (i) Section 3 Loss of passport
- (ii) Section 10 Winter sports

You are reminded that we will not pay for any costs of **treatment** incurred in the **United Kingdom** under this Section.

8 Complaint and regulatory information

How is my personal data used?

Please ensure that you show the following information to others covered under your **policy**, or make them aware of its contents.

We will deal with all personal information supplied to us in the strictest confidence as required by the Data Protection Act 1998. We send personal and sensitive personal information in confidence for processing by other companies and intermediaries including those located in countries outside the European Economic Area (EEA) including to countries where the laws protecting personal information may not be as strong as in the EEA. We take steps to ensure that any sub-contractors give at least the same protections as we do.

We will hold and use information about you and any **family members** covered by your **policy**, supplied by you, those **family members**, medical providers or your employer (if applicable) to provide the services set out under the terms of this **policy**, administer your **policy** and develop customer relationships and services. In certain circumstances we may ask medical service providers (or others) to supply us with further information.

When you give us information about **family members** we will take this as confirmation that you have their consent to do so. As the legal holder of the insurance **policy** we send most correspondence about the **policy** to the **policyholder**. We take both data protection and medical confidentiality very seriously and aim, where possible, to correspond with each individual member over the age of 16 about their claim. This may mean a **family member** under the age of 18 may make a claim without the knowledge of the **policyholder**, parent, or carer, for example, where the healthcare provider has determined the member is competent to consent to the medical **treatment**. If any **family member** over 18 insured under the **policy** does not want us to correspond with the **policyholder** they should apply for their own **policy**.

We are required by law, in certain circumstances, to disclose information to law enforcement agencies about suspicions of fraudulent claims and other crime. We will disclose information to third parties including other insurers for the purposes of prevention or investigation of crime including reasonable suspicion about fraud or otherwise improper claims. This may involve adding non-medical information to a database that will be accessible by other insurers and law enforcement agencies. Additionally, we are obliged to notify the General Medical Council or other relevant regulatory body about any issue where we have reason to believe a medical practitioner's fitness to practice may be impaired.

If you have agreed we, and other members of the **AXA UK Group**, may use the information you have provided to us to inform you by letter, telephone, email or mobile message of products and services such as special offers and healthcare information. If you change your mind please

contact our team of Personal Advisers or write to us at the address on the back of this handbook otherwise we will assume that, for the time being, you are happy to be contacted in this way.

What regulatory protection do I have?

AXA PPP healthcare is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority. The FCA have set out rules which regulate the sale and administration of general insurance, which we must follow when we deal with you. Our register number is 202947. This information can be checked from the FCA website: fca.org.uk.

We are also participants in the Financial Services Compensation Scheme established under the Financial Services and Markets Act 2000. The scheme is administered by the Financial Services Compensation Scheme Limited (FSCS). The scheme may act if it decides that an insurance company is in such serious financial difficulties that it may not be able to honour its contracts of insurance. The scheme may assist by providing financial assistance to the insurer concerned, by transferring policies to another insurer, or by paying compensation to eligible policyholders.

Further information about the operation of the scheme is available on the FSCS website: fscs.org.uk

What should I do if I have reason to complain?

Not happy with our service?

The most important thing for us is to help resolve your concerns as quickly and easily as possible. We'll do all we can to resolve your complaint by the end of the next business day. However, if we can't do this, we'll contact you within five working days to acknowledge your complaint and explain the next steps. Letting us know when you're unhappy with our service gives us the opportunity to put things right for you and improve our service for everybody.

No matter how you decide to communicate your concerns, we'll listen. You can call us on 01892 504444, or write to us at:

**AXA PPP healthcare,
Phillips House,
Crescent Road,
Tunbridge Wells,
Kent, TN1 2PL**

To help us resolve your complaint, we'll need the following:

- Your name and membership details
- A contact telephone number
- A description of your complaint
- Any relevant information relating to your complaint that we may not have already seen.

Financial Ombudsman Service

You may be entitled to refer your complaint to the Financial Ombudsman Service. The ombudsman service can liaise with us directly about your complaint and if we can't fully respond to a complaint within eight weeks or if you are unhappy with our final response, you can ask the Financial Ombudsman Service for an independent review.

How to contact the Financial Ombudsman Service

**The Financial Ombudsman Service,
Exchange Tower,
Harbour Exchange Square,
London, E14 9SR**

By telephone: 0300 1239 123 or 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Website: financial-ombudsman.org.uk

None of these procedures affect your legal rights.

