

SwitchCare Electronic Insurance



Insurance Product Information Document

Company: Aftersales Group BV Insurance policies are underwritten by Atlas Insurance PCC Ltd in respect of its Gemini Cell and is authorised by the Malta Financial Services Authority (C5601). The assets of the Gemini Cell are protected from the liabilities of the other cells and from those of Atlas's core. The non-cellular assets of Atlas may be used to meet losses incurred by the cells in excess of their assets.

Product: SwitchCare Electronic Insurance Policy

This document provides a summary of the key features of this insurance policy and is not personalised to your individual needs. Complete pre-contractual and contractual information about the product is provided in your insurance documentation upon purchasing the SwitchCare Insurance Card and on our website <https://www.switch.be/>.

What is this type of Insurance?

The SwitchCare Electronic Policy covers any equipment/electronic device registered under this policy that have been stolen or accidentally damaged during the period of insurance



What is insured?

- ✓ Accidental Damage extending to damage caused by equipment coming in contact with liquid and malicious damage which is caused by someone other than yourself – Equipment will be repaired or replaced with new or refurbished handset of a similar specification
- ✓ Theft – Equipment and its Accessories will be replaced with new or refurbished handsets of a similar specification
- ✓ Stolen or Damaged Accessories incurred at the same time as the Equipment are covered up to a maximum of €150 in the aggregate
- ✓ Other users – Anyone authorized to use the Equipment/accessories is also covered



Are there any restrictions on cover?

- ! You need to be over 18 years of age.
- ! Cover over Accessories does not include any vehicle installation materials, fixed installation material, software and content downloads.
- ! Any excess payable depends on the value of the equipment purchased which is detailed in your schedule
- ! Limited Retroactive Cover – Theft is not covered during 30day period between purchase of Card and registration. Other claims arising from incidents during this period can only be made following complete registration within the 30days following purchase of card.
- ! Handsets may only be insured if they are new, in proper working order and undamaged. It is important that changes are made within 7 days of registering the handset. The insurer reserves the right to request that the purchase receipt is presented.



What is not insured?

- ✗ Loss of use or reconnection costs or subscription fees of any kind
- ✗ Loss/misplacement of Equipment
- ✗ Damage to external data carriers
- ✗ Charges for which manufacturer, supplier or distributor is liable in accordance with their standard contractual obligations.
- ✗ Theft or Damage arising from or during the process of cleaning, repair, alteration, restoration; delay, confiscation or detention by order of any government public or Police authority
- ✗ Theft/Damage directly or indirectly caused by War, Terrorism, contamination, invasion, revolution, seizure or destruction by the government or any public authority, pressure waves caused by aircraft, radioactivity from hazardous properties of any explosive nuclear assembly.
- ✗ Theft of equipment not equipped with SIM card at time of incident, unless SIM card was temporary removed for legitimate purposes
- ✗ Theft / damage of equipment not reported to administrator and police within 72 hours after discovery of loss



What is not insured?

- ✗ Theft from vehicle, unless forceful entry to the vehicle is evident and equipment was secured in the glove box or car boot. Proof of vehicle being broken into will be needed.
- ✗ Theft from building unless building is properly locked and unless there is evidence of forcible entry into the premises
- ✗ Theft of equipment left deliberately unattended, unless reasonable precautions were taken to protect the equipment
- ✗ Theft of equipment whilst not all safety features were enabled on the device at the time of theft, such as 'Find my iPhone' for Apple iPhones and 'Find my iPad' for Apple iPads
- ✗ Cosmetic damages to equipment including repairs to interior or exterior paintwork caused by scratching or chipping of surfaces
- ✗ Damage of equipment from not keeping it in a proper state of repair
- ✗ Accidental damage to equipment not reported within 14 days after discovery unless unexpected circumstances apply
- ✗ Damage to accessories, unless device is damaged as part of the same event
- ✗ Damage to equipment caused by wear and tear, depreciation, insects, vermin, fungus or atmospheric climatic conditions
- ✗ Damage caused by equipment failing to correctly recognize in a proper way
- ✗ Damage to equipment caused by a virus



Where am I covered?

- ✓ You are covered in Belgium and temporary worldwide cover when on a trip abroad.



What are my obligations?

- Ensure all information given to us is accurate, complete and correct to the best of your knowledge.
- Check all documents are correct.
- Let us know if the information provided changes either before your policy starts or during the period of insurance.
- Tell us as soon as possible about any claim or loss and you must give us any information and help we need.
- Pay the cost of the insurance on time.



When and how do I pay?

- ✓ Monthly premium will be collected by the Administrator by direct debit
- ✓ If we are not able to collect premium from your account we will automatically do a second attempt within 30 days after the first attempt. During the period between the first and second attempt coverage will be suspended. During this period of suspension there is no coverage.
- ✓ If, during the initial minimum Period of insurance, we have not been able to collect the premium after two attempts, coverage remains suspended until the moment that all outstanding premiums are fully paid. During this period of suspension there is no coverage.
- ✓ If, after the initial minimum Period of insurance, we have not been able to collect all premiums for this initial Period of insurance, the policy will terminate with immediate effect and all premiums outstanding for the initial minimum Period of insurance remain due
- ✓ If, after the initial minimum Period of insurance, we are not able to collect the premium after two attempts, this policy will terminate automatically.



When does the cover start and end?

- Your cover is valid for a minimum initial period of twelve (12) calendar months and thereafter additional periods of one (1) calendar month up to a total of sixty (60) months provided premium is paid in time and not cancelled within the terms of the policy. Period of insurance starts after You have completed registration after the equipment has been purchased.
- From time of purchase of equipment until successful completion of registration there will be limited retroactive cover in place.



How do I cancel the contract?

- You can terminate the policy within 14 days of commencement of cover. Upon receipt of request for cancellation, premium already paid will be refunded, unless you had already submitted a claim.
- You may cancel the policy at the end of the Period of Insurance and each extension of such period by giving 15 days' notice. In such case, premium will not be refunded
- You can request to cancel their policy by sending an email to SwitchCareLab9@Aftersalesnl.nl