

wakam

CHUBB®

Qover

Revolut

Plus, Premium, Metal, Ultra Account Holders

Everyday Protection Insurance: Purchase Protection, Refund Protection, Ticket Cancellation Insurance

Master policy Terms & Conditions

Qover

Qover S.A./N.V., a public limited liability company registered with Crossroads Bank for Enterprises (BCE/KBO) in Belgium with registration number 0650.939.878 and with registered address Rue du Commerce 31, 1000 Brussels. Qover is a Belgian untied insurance agent registered with the Financial Services and Markets Authority of Belgium under the code 0650.939.878. Qover's UK branch is registered in England & Wales and with UK Establishment address: 8 Northumberland Ave - London WC2N 5BY. Authorised and regulated by the Financial Conduct Authority. Details about our authorisation can be found on the Financial Conduct Authority website (FRN 988985).

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Introduction

This *master policy* is an agreement between the *master policyholder* and *us*, which has been arranged by the *master policyholder* for *your* benefit. It contains details of the cover, conditions and exclusions applicable and is the basis on which all claims will be assessed under the *master policy* number: REVOLUT20220401.

Chubb and Wakam are co-insurers of this policy.

In return for having accepted the premium from the *master policyholder*, *we* will provide the cover outlined in this *master policy* to the *master policyholder* for *you* in accordance with the operative sections of this *master policy* as referred to in the master policy schedule.

This *master policy* Terms & Conditions, the master policy schedule, any endorsements and the IPID all form part of the *master policy*. The master policy schedule shows which benefits the *master policyholder* has chosen, who is covered under this *master policy* and when and where cover applies.

The *master policy* and all communications before and during the *period of insurance* will be provided in the languages of *your* Revolut *account*. In addition, all claim payments by *us* to *you* will be made in the currency of *your* Revolut *account*.

Certain words have special meanings wherever they appear in *italic* type and are listed as “Definitions” at the end of this document.

The *master policyholder* and *you* should keep a record (including copies of letters) of all information supplied to *us* in connection with this insurance.

How to contact the *administrator*

The *insurers* have appointed the *administrator* to manage this *master policy*, who will be there to help *you* throughout the lifetime of this *policy*, answer any questions *you* might have about this *policy* and deal with *your* *claim*.

If *you* have any specific needs that makes communication difficult, please tell the *administrator* who will be pleased to help.

If *you* wish to discuss this *master policy*, or *you* wish to make a claim or discuss an ongoing claim, *you* can contact the *administrator*, the contact details are below:

By e-mail GENERAL ENQUIRIES contact@qover.com	By telephone GENERAL ENQUIRIES +44 (0)800 088 57 86
For claims Go to your Dashboard on the Revolut app and fill in the claim form or go to revolut.qover.com	
Via the administrator's website www.qover.com	By post mail Qover SA/NV Rue du Commerce 31, 1000 Brussels — Belgium

Claims conditions and requirements

1. All claims and potential claims must be reported within 30 days or as soon as reasonably possible of the incident or *event* giving rise to the claim.
2. We will only pay amounts if they are not covered by other insurance. *You* must inform *us* of these and assist *us* in seeking reimbursement where appropriate.
3. Interest will only be paid on claims if payment has been unreasonably delayed by *us* following *our* receipt of all the required information from *you*.
4. Please ensure *you* keep copies of all documentation sent to substantiate a claim.
5. *You* must provide all the following items, information and documentation and anything else reasonably requested by *us* or the claim handler in order to make a claim. These must be provided at *your* own expense.

Benefit	Information required
General	<ul style="list-style-type: none"> • All documents must be original • Completed claim form

Purchase protection, refund protection and *ticket* cancellation protection

Benefit	Information required
Purchase Protection	<ul style="list-style-type: none"> • Proof that <i>you</i> purchased the <i>eligible item</i> on <i>your account</i> • Receipt from retailer • Report from police detailing <i>theft</i> • Return of the damaged items if required by the <i>administrator</i>

Refund Protection	<ul style="list-style-type: none"> ● Proof that <i>you</i> purchased the <i>eligible item on your account</i> ● Receipt from retailer ● Details of retailer who refused to accept returned items ● Proof that the retailer refuses to take the item back ● Return of the purchased items in original packaging if required by the <i>administrator</i>
Ticket Cancellation Protection	<ul style="list-style-type: none"> ● In all cases: <ul style="list-style-type: none"> ✓ Proof that <i>you</i> purchased the <i>ticket on your account</i> ✓ Receipt from retailer ● In case of serious bodily injury or serious illness: <ul style="list-style-type: none"> ✓ Initial medical certificate specifying the date and nature of the accident or illness. ● In case of Covid-19: <ul style="list-style-type: none"> ✓ Medical certificate specifying that quarantine is requested or copy of the results of the Covid-19 test. ● In the <i>event</i> of death: <ul style="list-style-type: none"> ✓ Copy of the death certificate. ● In case of childbirth: <ul style="list-style-type: none"> ✓ Copy of the birth certificate ● In case of damage to vehicle, residence or professional premises: Copy of <ul style="list-style-type: none"> ✓ the claim declaration made of the damaged property. ● In the <i>event</i> of being summoned as a sitting juror or witness: Copy <ul style="list-style-type: none"> ✓ of the official summons. ● In the <i>event</i> of unexpected business trip: <ul style="list-style-type: none"> ✓ Copy of the travel itinerary (including dates and reason) by <i>your</i> employer who ordered the professional trip or the obligation to be at <i>your</i> workstation. ● In the <i>event</i> of a professional appointment with a supplier or client: <ul style="list-style-type: none"> ✓ Copy of the appointment detailing the dates and reason to meet that person. ● In case of an exam re-sit: proof of the date and time of the exam ● In the <i>event</i> of <i>theft</i> of identity papers or <i>theft</i> of the guaranteed <i>ticket(s)</i>: <ul style="list-style-type: none"> ✓ Copy of the police report. ● In the <i>event</i> of immobilisation of <i>your</i> vehicle: <ul style="list-style-type: none"> ✓ Copy of the breakdown/towing invoice for the vehicle.

Eligibility

The benefits described in these *policy Terms and Conditions* are dependent upon: an *account* being

- ✓ purchased;
- ✓ the *account* being valid;
- ✓ the *account* fees having been paid in accordance with the *account* agreement at the time of any incident giving rise to a claim;
- ✓ *you* holding the “Plus”, “Premium”, “Metal” or “Ultra” *account* continuously (i.e. without interruption) from the time of the good’s or *ticket*’s purchase (subject to *your* upgrade) until the claim notification.

You will also be eligible for cover if *you* upgrade from a free Revolut *account* to either the “Plus”, “Premium”, “Metal” or “Ultra” paid *account* within 12 hours of the *eligible item* being purchased, provided the *eligible item* was purchased online.

All benefits are dependent on the *eligible item* or *ticket* being claimed for having been purchased on the “Plus”, “Premium”, “Metal” or “Ultra” *account*

Insurance Benefits

Insurance benefits are secondary: *we* will only pay amounts under this *policy* if they are not covered by other insurance. *You* must inform *us* of any such insurance and assist any relevant third parties in seeking reimbursement where appropriate.

1. PURCHASE PROTECTION AND REFUND PROTECTION

This Section 1 details the Purchase Protection and Refund Protection benefits provided to *you*

With the *account*.

A. Purchase Protection

This benefit applies to *eligible items* purchased or delivered if the delivery is after the date of purchase, (any incident occurring during delivery is the responsibility of the seller and/or courier) in full on the *account* for personal use that are brand new, have had no previous owner and were not purchased privately. *Eligible items* purchased worldwide are covered but only if the *eligible item* meets any CE safety and environmental certification requirements that would apply when it is purchased in the UK or EU.

If an *eligible item* you buy is stolen (and reported to the police with corresponding written report) or damaged accidentally to the point of being inoperable within 365 days of purchase (or of delivery if the latter is after the date of purchase), *you* will be paid the costs of repair or replacement of an item up to a maximum of the *purchase price* less 5% depreciation per month following 90 days of purchase or

- £1,000 if *you* hold a Plus *account*
- £2,500 if *you* hold a Premium *account*
- £10,000 if *you* hold a Metal or Ultra *account*

whichever is the lower. The *purchase price* will be the cost of a pair or set of items if they are used together and cannot be replaced individually.

The most *we* will pay for any one incident and in any 12-month period

- £1,000 if *you* are on a Plus plan
- £2,500 if *you* are on a Premium plan
- £10,000 if *you* are on a Metal or Ultra plan

The 12-month period starts on the later of when *you* first subscribe to a Plus, Premium, Metal, or Ultra account or the insurance start date.

For any mobile phones' devices, *you* are additionally only covered for one claim per *account* during a 12-month period beginning on the date of your previous notification of your mobile phone claim.

To be eligible, at the time of submitting a claim for any mobile phones' devices *you* must have an active SIM or E-SIM card in the mobile phone device at the time of the incident.

Claims must be supported by a theft declaration provided to the phone operator.

Failure to meet this requirement may affect the ability to make a valid claim.

We will also pay for the shipping costs to send the item to *us* up to a maximum of £50.

Exclusions

You will not be covered in respect of the following:

- Items with a purchase cost of less than £50
- Normal wear and tear.
- Damage caused intentionally by *you*.
- Damage to items resulting from product defects.
- *Theft* of or damage to items due to your negligence or failure to implement adequate protective measures.
- *Theft* not reported to the police within 48 hours of discovery or as soon as reasonably possible and without a written report obtained.
- Any fraudulent, dishonest or criminal act committed by *you* or anyone with whom *you* are conspiring with.
- Confiscation or destruction of purchases by any government, customs or public authority.
- Costs which are recoverable from any other source.
- *Theft* or damage to: precious stones, rare and precious coins or stamps; one of a kind items including antiques, art work and furs; cash or its equivalents (including travellers cheques); stocks, bonds, coupons, securities of all species and equivalent papers; *tickets*; services; books; animals and plants; consumable and perishable goods; food and beverages; healthcare items; rebuilt and refurbished items; closing down sale items; vehicles and their parts; land and buildings; items and appliances that have been installed and integrated in a residence, an office, or a vehicle; legal digital content available for online viewing or download including, but not limited to, files, music, movies, photos, and software applications; items purchased with the intention of being resold in their original, unchanged condition, or for use in professional or business activities.; weapons, illegal drugs, counterfeit goods and other goods subject to customs confiscation; purchases made on peer-to-peer platforms, unless purchased from a seller who is registered and operating their business legally on the platforms.
- Any items not paid outright and in full on the *account*, such as items purchased on payment plans, even if the payment plan is paid on the *account*.
- Refurbished items.
- Cosmetic damage or any damage that does not affect the functionality of an item.
- Shipping costs for sending the item to *us* which exceed €50.

B. Refund Protection

This benefit applies to *eligible items* purchased on the *account* for personal use that are brand new, have had no previous owner and were not purchased privately. Only *eligible items* purchased from a retailer within the country where *your account* is registered or *Europe* will be eligible for this benefit.

If a retailer does not accept returns of an unused item *you* purchased on the *account* within 90 days of purchase:

1. *You* will be paid the *purchase price* of the item or £300, whichever is lower.
2. *You* will only be paid up to a maximum of £600 (exclusive of shipping costs) under this Refund Protection Section 1.B in any 12-month period beginning on the anniversary of *your account's* effective date.
3. *You* will be paid the shipping costs to send the item to *us* up to a maximum of £50.

Exclusions

You will not be covered for:

- Any item with a *purchase price* less than £50.
- Items purchased outside of the country in which *your account* is registered or *Europe*.
- Items that are not a) new, b) used and not in resaleable condition, c) items that are damaged, have defects and are not fully operational.
- , Precious stones, rare and precious coins or stamps; one of a kind items including antiques, art work and furs; cash or its equivalents (including travellers cheques); stocks, bonds, coupons, securities of all species and equivalent papers; *tickets*; services; books; animals and plants; consumable and perishable goods; food and beverages; healthcare items; rebuilt and refurbished items; closing down sale items; vehicles and their parts; land and buildings; items and appliances that have been installed and integrated in a residence, an office, or a vehicle; legal digital content available for online viewing or download including, but not limited to, files, music, movies, photos, and software applications; items purchased with the intention of being resold in their original, unchanged condition, or for use in professional or business activities.; weapons, illegal drugs, counterfeit goods and other goods subject to customs confiscation; purchases made on peer-to-peer platforms, unless purchased from a seller who is registered and operating their business legally on the platforms.
- Shipping and handling costs for the purchase or the return of the item from/to the merchants.
- Shipping costs for sending the item to *us* which exceed £50.
- No coverage is provided if a retailer rejects the request for a refund due to their postal return policies.

2. TICKET CANCELLATION PROTECTION

This benefit applies to tickets fully purchased using your registered *account*, for personal use, from legitimate and recognized ticket sellers. Tickets purchased from individuals or resellers are not covered. Only *tickets* for *events* that occur in the country where *your account* is registered or within *Europe* are covered.

If *you* are unable to attend an *event* because of a sudden and unexpected covered circumstance, which *you* were unaware of at the time of purchasing the *ticket*, *we* will pay up to the lesser of the face value of the *ticket* or maximum £1,000 for any one occurrence in any 12-month period beginning on the anniversary of *your account's* effective date.

Covered circumstances

Medical related:

- Death, serious injury, serious illness of:
 - *you*
 - *event* companion
 - *close relative*
 - a paid childcare provider, who is required to look after *your* children, under the age of 18, who are legally dependent upon *you* on the day and at the time of the *event*
- If *you* are diagnosed Covid-19 by a *medical practitioner* and ordered to quarantine by a *medical practitioner*.
- The birth of *your* child within 5 days prior to the *event*.

Work/studies related:

- If *you* are required by your employer unexpectedly to travel on a business trip.
- If *you* need to re-sit an exam taking place on the date and time of the *event* and postponement of the exam is not possible.

Transport related:

- If *your* vehicle is damaged within the 4 hours preceding the *event* and travelling to the *event* is impossible by other means,
- If *you* experience an unexpected disruption of more than 3 hours to public transport, traffic accidents, carrier delay, plane or other common carrier experiences while going to the *event*.

Legal related:

- If *you* are called for a legal duty on the day of the *event*, including jury duty or as a witness, after having purchased an *event ticket*.

Theft related:

- *Theft* of *your* identity papers if they are essential to get to or for admission to the *event*, provided the *theft* occurs after the booking and less than 1 week before the *event*.
- *Theft* of *tickets*.

Disaster related:

- Serious damage to your primary residence, secondary residence, or professional premises due to fire, vandalism, burglary within 48 hours preceding the date and time of the *event* and which requires your presence to carry out the administrative procedures related to the damage or the restoration of the damaged property.
- Natural catastrophe or adverse weather resulting in the impossibility of transport to go to the *event*.

Exclusions

You will not be covered for:

- Any illness or accident, condition or set of circumstances known by *you* at the purchase of the *ticket*, where such condition or other factors that could reasonably have been expected to give rise to cancellation of such *ticket*. This does not exclude unexpected recurrences of illness or accidents, which have been stable and without change in treatment for at least two months prior to purchase of the *ticket*.
- Any claims where the service provider or *event* organiser offers a compensation, either in the form of a voucher or a reimbursement equal to the purchase cost of the ticket .
- *Your* unwillingness to attend the *event* for any reason.
- Any injury or sickness which did not require treatment by a certified *medical practitioner*.
- Psychiatric or mental disorders.
- *Your* injuries or accidents which occur while under the influence of alcohol (above the legal driving limit) or drugs unless prescribed by a registered *medical practitioner*.
- Any illegal act by *you*.
- Postponement, cancellation, relocation or abandonment of the *event* by the performer, artist, promoters or organizers of the *event*.
- Intentionally self-inflicted injury, suicide or attempted suicide.
- Loss of the *ticket(s)*.
- Loss (as opposed to *theft*) of identity papers.
- Intentional or fraudulent misconduct committed by the *insured*.
- Criminal proceedings against the *insured*.
- Civil or foreign war, riots, popular movements, acts of terrorism or their threat, any effect of a source of radioactivity.
- *Tickets* purchased after a government issues advice that prevents *you* from attending an *event*.
- *Event tickets* you have purchased for business or resale purposes.
- Failure or delay of public transport caused by industrial action or strike, which was announced or began before *you* left home or where *you* could have reasonably made other travel arrangements.
- Liquidation or bankruptcy of the performer, artist, company promoting or organising the *event*, their agents or any person acting for them.
- Business trips if *you* are self-employed or employed by a *close relative*.

Policy Conditions

Duration of cover

You are entitled to the insurance benefits under the *policy* from the moment the *account* is activated, or if earlier from the effective date of the *master policy*, and for as long as the eligibility criteria stated at the beginning of these *policy Terms and Conditions* continue to be met or until we withdraw or cancel the insurance benefits by notice to you.

Taxes and costs

Other taxes or costs may exist or apply, which are not imposed by us.

Assignment

You cannot transfer the insurance cover provided with your *account* to any other person.

Compliance with *policy* requirements

Where you or your personal representatives do not comply with any obligation to act in a certain way specified in this *policy*, we reserve the right not to pay a claim.

Contracts (Rights of Third Parties) Act

The Contracts (Rights of Third Parties) Act 1999 or any amendment thereto shall not apply to this *policy*. Only the *insurers*, the *policyholder* and you can enforce the terms of this *policy*. No other party may benefit from this contract as of right or enforce any term of it. The *policy* may be varied or cancelled by the *insurers* and/or the *policyholder* without the consent of any other party.

Reasonable precautions

You shall take all reasonable steps to avoid or minimise any loss or damage.

Complaints

Our aim is to provide you with a high-quality service at all times, although we do appreciate that there may be instances where you may feel it is necessary to lodge a complaint.

Please follow the procedure below if you do wish to complain.

Any complaint should be addressed in the first instance to: mediation@qover.com

QOVER SA Mediation Department

8 Northumberland Avenue WC2N 5BY
London

Phone: +44 (0)800 088 57 86

If we have given *you our* final response and the matter has still not been resolved to *your* satisfaction, or *you* have not received a written offer of resolution within 8 weeks of the date *we* received *your* complaint, *you* may make a complaint to the **Financial Ombudsman Service** (FOS) at:

The Financial Ombudsman Service

Exchange Tower

London E14

9SR

Tel: +44 (0)800 023 4567

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

Economic and Trade Sanctions

We shall not be deemed to provide cover and we shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose us to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

Data Protection

The conditions applicable to the processing of *your* personal information under this *policy* are as follows:

For purchases made up to and including 31 March 2022

In the context of the services and products that WAKAM, and its partners provide *you* with, *you* are required to communicate *your* personal data, such as: Data relating to *your* identity (last name, first name(s), postal address, telephone number, e-mail address...); Beneficiary data (insurance *policy* number, bank *account* number, payment card details, billing, payment history, etc.); Customer complaint data (complaint number, date and reason for loss, call history, loss

details, *policy* reference number and supporting documents); Data about the insured device (brand, model, serial number, registration number, identification number, date of purchase, etc.); Sensitive personal data, such as health data.

We may not be able to provide *you* with specific products or services if *you* do not provide us with certain data.

Your personal data is used for the following purposes: The management of *your* contract and insurance *policy*, the execution of contract guarantees (including claims management), customer complaint and disputes management, such processing being necessary for the execution of *your* contract; Risk control and monitoring, which enables us to prevent fraudulent activities and ensure the recovery of sums due and is therefore necessary based on *our* legitimate interests; The elaboration of statistics and actuarial studies, which enables us to improve the offers and services offered and is therefore necessary based on *our* legitimate interests; Preventing insurance fraud and money laundering in order to comply with *our* legal obligations.

This personal data will be kept for the duration strictly necessary for the provision of the service and the execution of the contract, in accordance with *our* data retention policy, or in accordance with the applicable legal provisions.

Disclosure of *your* personal data

Your personal data may be disclosed to the following third parties: To *our* group companies such as *our* parent company and its affiliated companies; To *our* service providers and subcontractors, for the purposes of managing and executing the contract; To other insurance companies (intermediaries, reinsurers); To public authorities, in order to prevent or detect fraud or any other criminal activity and to meet our legal and regulatory obligations.

International transfers of *your* personal data

We may transfer *your* personal data outside the European Union, particularly to countries that are not considered to provide a sufficient level of protection according to the European Commission. In order to ensure an adequate level of security, such transfers will be governed by the Standard Contractual Clauses established by the European Commission, or by other appropriate safeguards in accordance with the data protection regulations in force.

***Your* rights**

In accordance with the applicable data protection regulation, *you* can exercise *your* rights such as the right of access, rectification, deletion, limitation, portability, opposition to the processing of *your* personal data, as well as the right to give instructions regarding *your* personal data posthumously. If *you* consider that the processing of *your* personal data constitutes a violation of the applicable data protection regulations, *you* also have the right to file a complaint with the

Information Commissioner's Office at the following postal address: Wycliffe House Water Lane, Wilmslow, Cheshire SK9 5AF or email: casework@ico.org.uk.

Contact us

If *you* have any questions or queries regarding the use of *your* personal data, or to exercise *your* rights relating to such personal data, please contact *our* Data Protection Officer at the following address:

Délégué à la Protection des Données

WAKAM

120-122 rue Réaumur

75002 Paris, France

Or by email to: dpo@wakam.fr

For purchases made from 1 April 2022 onwards

You are informed that the personal information that you supply to the *insurers*, to the *policyholder* or to the *administrator* is processed by the *insurers* in order to write and administer this *policy*, including any claims arising from it.

Chubb and *Wakam* process your personal information as co-insurers acting as joint controllers. *Chubb* has been appointed to represent the joint controllers in their relationship with you from 1 April 2022 onwards.

Therefore, for more information regarding the conditions of processing of *your* personal information for the purpose of this *policy*, *you* or the *policyholder* can refer to *Chubb's* Master Privacy Policy, available here: <https://www.chubb.com/uk-en/footer/privacy-policy.html> Therefore, when it refers to *Chubb*, the Master Privacy Policy designates *Chubb* and *Wakam*.

The *policyholder* and *insureds* may request a paper copy of the Master Privacy Policy at any time, by contacting *Chubb* at dataprotectionoffice.europe@chubb.com.

You may also request a hard copy of the essence of the joint controllers' arrangement between *Chubb* and *Wakam* by contacting *Chubb* at dataprotectionoffice.europe@chubb.com.

Changes by Us

This is a contract between *us* and the *policyholder*. As such, *we* may change anything in these Terms and Conditions and/or the *master policy* schedule with the agreement of the *master policyholder* at any time. The *master policyholder*/The *administrator* will give *you* at least 30 days' advance notice of any such changes.

If changes to these Terms and Conditions are necessary for legislative or regulatory reasons which are outside *our* control, then the *master policyholder/the administrator* may not be able to give *you* 30 days' notice.

If *you* object to any changes made or proposed, *you* may cancel this insurance by cancelling *your account*.

Law and Jurisdiction

It is agreed that this insurance shall be governed exclusively by the law and practice of England and Wales, and any disputes arising under, out of or in connection with this insurance shall be exclusively subject to the jurisdiction of any competent court in England or Wales.

Material Disclosure

It is *your* responsibility to provide full and accurate information to *us* throughout the life of the *policy*. It is important that *you* ensure all statements *you* make over the telephone, on claim forms and other documents are full and accurate. Failing to provide information when requested could affect *your* rights under this *policy* and may mean that all or part of a claim may not be paid.

Financial Services Compensation Scheme

In the unlikely event of *us* being unable to meet *our* liabilities, Policyholders who are located in the UK (or who have risks located in this jurisdiction) may be entitled to compensation under the Financial Services Compensation Scheme.

Further information can be obtained from the Financial Services Compensation Scheme at the following address:

Financial Services Compensation Scheme PO Box

300

Mitcheldean GL

17 1DY

Phone 0800 678 1100 or 020 7741 4100

On-Line Form: <https://claims.fscs.org.uk/>

Website: www.fscs.org.uk



Definitions

Whenever the following words or phrases appear in italic, they will have the meaning as described below:

£

means the British Pound (GBP).

ACCIDENTAL DAMAGE

any sudden, unexpected and non- deliberate damage to the insured item by an external cause.

ACCOUNT

means the Ultra, Metal, Premium or Plus Plan *account* with Revolut.

ACCOUNT HOLDERS

means any individual who holds a valid *account*. *ADMINISTRATOR*

Means Qover S.A./N.V., a public limited liability company registered with Crossroads Bank for Enterprises (BCE/KBO) in Belgium with registration number 0650.939.878 and with registered address Rue du Commerce 31, 1000 Brussels. Qover is a Belgian untied insurance agent registered with the Financial Services and Markets Authority of Belgium under the code 0650.939.878. Qover's UK branch is registered in England & Wales and with UK Establishment address: 8 Northumberland Ave - London WC2N 5BY. Authorised and regulated by the Financial Conduct Authority. Details

about our authorisation can be found on the Financial Conduct Authority website (FRN 988985).

CHUBB

Chubb European Group SE (CEG) is a Societas Europaea, a public company registered in accordance with the corporate law of the European Union. Members' liability is limited. CEG is headquartered in France and governed by the provisions of the French insurance code. Risks falling within the European Economic Area are underwritten by CEG, which is authorised and regulated by the French Prudential Supervision and Resolution Authority (4 Place de Budapest, CS 92459, 75009 Paris Cedex 09, France). Registered company number: 450 327 374 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Fully paid share capital of €896,176,662.

CEG's UK branch is registered in England & Wales. UK Establishment address: 100 Leadenhall Street, London EC3A 3BP. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Details about our authorisation can be found on

the Financial Conduct Authority website (FS Register number 820988).

CLOSE RELATIVE

means any of the following persons: *your* husband or wife (or de facto partner with whom *you* are living permanently at the same address), (step-) children, (step-) parent, (step-)grandparent, (step-) brother, (step-) sister, parent-in-law, son/daughter-in-law, grandchild or fiancé(e).

CLOSING DOWN SALE ITEM

means any products or goods sold by a store that is going out of business at a discount price, or an item of a type that will no longer be sold at a store

ELIGIBLE ITEM

means an item purchased by the *account* Holder during the *period of insurance* that meets all of the following criteria:

- Paid in full on the covered *account*; and
- Solely for personal use, not used for business purpose; and
- Brand new, has had no previous owner and was not purchased privately; and
- Has any required CE safety and environmental certification; and
- Is not specified in the exclusions

EUROPE

Andorra, Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark (+Faeroe islands), Estonia, Finland, France, Germany, Greece, Gibraltar, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and Switzerland, UK (including Isle of Man, Jersey, Guernsey), Vatican City.

EVENT

means all planned occasions which occur at a venue in *Europe* where *tickets* are sold in advance. *Events* include but are not limited to cultural, sports or leisure *events*, a show or an amusement park.

JEWELRY

means items worn as personal adornments made of precious metal or precious and/or rare stones.

HEALTHCARE ITEMS

means a wide range of products such as: tools, and equipment specifically designed or used to maintain, monitor, diagnose, or treat health and medical conditions. They include but are not limited to: personal protective equipment, bandages, medication, health monitors, mobility aids, therapeutic equipment, medical furniture, and other health-related supplies and goods used by healthcare providers, patients, or consumers.

MASTER POLICY/POLICY

means combination of this Terms & Conditions, the master policy schedule, any endorsement(s), and the IPID attaching hereto.

MEDICAL PRACTITIONER

means a doctor or specialist who is registered or licensed to practice medicine under the laws of the country in which they practice other than:

- *you*; or
- *your close relative*.

OUR/US/WE/INSURERS

Means:

For purchases made up to and including 31 March 2022 – Wakam, acting as sole insurer; and

For purchases made from 1 April 2022 onwards – Chubb and Wakam, acting as co-insurers.

PEER-TO-PEER

means a decentralized service platform in which individuals interact directly without third-party intermediation.

PERIOD OF INSURANCE

means the dates stated on the master policy schedule in which insurance benefits agreed under the *master policy* between the *master policyholder* and *us* are in force and as long as *you* are a “Plus”, “Premium”, “Metal” or “Ultra” customer.

PERSONAL USE

means the use of a product or item purchased privately for individual purposes that are unrelated to business, professional, or commercial activities.

POLICY

means the insurance cover provided under the *policy Terms and Conditions*.

(MASTER) POLICYHOLDER

means Revolut NewCo UK Ltd having its registered seat and address in 7 Westferry Circus, Canary Wharf, London E14 4HD, United Kingdom, registered with the FCA under the identification number 12871051

POLICY TERMS AND CONDITIONS

means these terms and conditions.

PRODUCT DEFECT

means any fault or irregularity of an item that impedes its usability, function, or safety. Such defects can be categorized into two types:

- Design defects: Faults that occur in the item’s design, rendering the whole line defective.
- Manufacturing defects: Faults that occur during the assembly or production of the item, often restricted to a limited number of units.

PURCHASE PRICE

means the price originally paid which can be found in the invoice and which takes into *account* all applicable taxes and any discount, voucher, balances, etc.

PURCHASED PRIVATELY

means the purchase of an item from an individual rather than a recognized commercial retailer or distributor.

RECEIPT

means the sales receipt you are given when you purchase an item, which details when you purchased the item and how much you paid.

TICKET

means a pre-purchased ticket or equivalent pass (including an e-ticket) guaranteeing entry to an *event* with a fixed performance or utilisation date. Tickets for modes of transportation are not covered.

THEFT

means the permanent loss of the *eligible item* after having been stolen by a third party.

YOU/YOUR/INSURED

means named *account holders* of “Plus”, “Premium”, “Metal” or “Ultra” plans with Revolut who are the beneficiaries of the *master policy*.

WAKAM

means Wakam S.A., a limited company registered with the Paris Trade and Companies Register (Registre du Commerce et des Sociétés) under no. 562 117 085, whose head office is at 120-122 Rue Reaumur, 75002 Paris, France, operating through its UK branch whose principal place of business is 18th & 19th floors, 100 Bishopsgate, London, EC2N 4AG. Authorised and regulated by Autorité de Contrôle Prudentiel et de Résolution (ACPR) in France. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request.

WATCH

means a portable timepiece or sport watch intended to be carried or worn by a person. Excludes items with precious metals and/or precious and rare stones.