



## Receptivos Arag



TRAVEL ASSISTANCE

### COVER EXTRACT

Medical and health assistance	- 3.005,06 Euros per person in Spain or Andorra ( <u>there's no coverage if the expenses are less than 9,02 Euros</u> )
Medical transfer or repatriation of injured or ill persons	- Unlimited
Repatriation or transportation of the remaining Insureds	- Unlimited
Repatriation or transportation of minors	- Unlimited
Visit by a family member in case of a hospitalisation period over 5 days	- Return ticket
Subsistence cost of the family member	- 420,70 Euros (42,07 euros X 10 days)
Convalescence at a Hotel	- 420,70 Euros (42,07 euros X 10 days)
Repatriation or transportation of the deceased Insured	- Unlimited for the Insured and the Insured companions
Curtailment due to the death of a family member	- Unlimited for the Insured and up to two Insured companions
Searching for, locating and forwarding missing luggage	- Unlimited
Delayed luggage in transit	- Delay of 12 hours or more in reinstating luggage in transit. Up to a limit of 60,10 € for the purchase of essential items.
Transmission of urgent messages	- Unlimited

At the occurrence of a claim event which may give rise to the services covered and be entitled to them, the Insured MUST WITHOUT EXCEPTION notify the emergency telephone number (24 hours) provided by the Insurer, regardless of the time of the day or the current location, indicating the name of the Insured, the policy number and the adhesion certificate.

**If dialling from within Spain 93 300 10 50**

**If dialling from abroad 34 93 300 10 50**

(ask for call charges to be reversed).

### **DUTY OF INFORMATION TOWARDS THE INSURED**

Prior to enactment of this contract, the insurance Policyholder has received the following information, in accordance with the provisions of article 60 of the Act governing the Arrangement and Supervision of Private Insurance and articles 104 to 107 of its Administrative Regulation:

- The Insurer of the policy is ARAG Compañía Internacional de Seguros y Reaseguros, S.A., sociedad anónima, a limited company formed in Spain with registered offices at calle Roger de Flor, No 16,
- The insurance contract is subject to Spanish law, in particular Law 50/1980 of 8 October, regarding Insurance Contracts.

- The Policyholder or the Insured may, in cases of dispute with the Insurer, have recourse to arbitration and to the ordinary Spanish Courts of Justice, notwithstanding the right to present relevant claims to the General Insurance Council.

In accordance with the provisions of the 26/2006 Act , of the 27<sup>th</sup> of July, governing the Private Insurance and Reinsurance Mediation, we provide you with the following information:

1. Identity and address of the Insurance Broker: Taeds-Piniés, Molinas, Milá, Correduría de Seguros, S.L., office located in Paseo de Gracia, 11 B, 9, 08007 Barcelona.

2. We are registered at the Registro Administrativo Especial de Mediadores de Seguros of the DGSFP (Ministry of Economy and Taxation), number J-566. You may contact the above mentioned office if you wish to verify this information.

3. We do not own any shares, direct or indirect, in Insurance companies, and at the same time, no Insurance companies or partner companies associated to them own any shares of our financial capital.

4. It is our duty as Insurance Brokers, to provide our customers with professional and objective advice, and recommend the option that better suits their needs.

5. In accordance with the provisions of the ECO 734/2004 Act of the 11th of March 2004 (BOE 24th of March 2004), we inform you that if you wish to complain about our mediation, you can go to the Customer's Care Department, Colegio de Mediadores de Seguros, a/a. Sr. Pablo Güell, Paseo de Sant Joan, 33. 08010 Barcelona ([elcol-legi@elcol-legi.org](mailto:elcol-legi@elcol-legi.org)), The claim shall be resolved within a two month period. We have available for our customers the above mentioned Department's regulations regarding the complaints procedure, that comply with the current legislation.

## **DATA PROTECTION INFORMATION**

Should this policy include data concerning natural persons other than the insurance policyholder, the latter must inform such persons in advance of the content of the following paragraphs.

The Policyholder consents to any data of a personal nature which may appear in this policy being included within the files of the broker and ARAG. The processing of such data is intended to facilitate the basis and development of the contractual relationship which binds the Policyholder and the Insurer.

The personal data provided may be communicated to other Insurers or public organisations involved in the insurance sector for statistical purposes, for fraud prevention, or for co-insurance, or re-insurance of the risk.

Agreeing to such transmission is vital to formalise the contractual relationship referred to herein, which would be impossible to achieve without it.

The Policyholder may exercise rights of access, objection, amendment and cancellation before the Broker or the Insurer, within the terms specified in the Data Protection Legislation, and must send any communications to their registered office(s).

Similarly, the Policyholder authorises ARAG to process his data in order to send him information on other insurance products sold by the Company, and to convey it to other Companies within the group for the same purpose.

If you does not wish to receive promotional literature from ARAG or Companies within the group, please indicate this by ticking the following box: c . Non-authorisation of this mailing activity will not impede the formalisation of the contractual relationship.

### **CUSTOMER CARE SERVICE**

In accordance with the provisions of the article 9 the Orden ECO/734/2004, 11th of March,, we inform that ARAG has a Customer Care Service (Roger de flor 16, 08018 – Barcelona, telephone number 902.367.185, fax 93.300.18.66, e-mail [dac@arag.es](mailto:dac@arag.es), website [www.arag.es](http://www.arag.es) ) to deal and solve any claims or complaints from Arag's insureds, related with their interests and legal rights, and that they will be processed and solved within two moths from the date the complaint was placed, and in case of disagreement with the adopted resolution or once the two months' period has expired without response, the applicant may address to the Dirección General de Seguros, Comisionado para la Defensa del Asegurado (Paseo de Castellana, 44, 28046 – Madrid, telephone number 902.197.936, fax 91.339.71.13.