



# Business Travel Policy summary



**This leaflet provides a summary of the significant features, benefits and limitations of the cover provided by Zurich Insurance plc Business Travel policy. For full details of the cover including complete terms, conditions and exclusions please refer to the policy document.**

## Type of insurance and cover

A policy for companies whose staff travel abroad on business.

The duration of this non-investment insurance contract is 12 months.

### Significant features and benefits

- Automatically covers all non-manual journeys outside the UK of up to three months' duration.
- Free 24-hour medical emergency service whilst travelling abroad.

### Optional cover available

- Baggage cover up to £250 per item (including items sent in advance). An excess of £10 applies.
- Money cover 'All Risks' provided the loss is reported to the police within 24 hours. An excess of £10 applies.
- Cancellation cover – covers charges and expenses which cannot be recovered for travel that was booked but wasn't used, as the journey was cancelled or curtailed.
- Medical and emergency travel expenses following injury or illness to an agreed limit. An excess of £10 applies.
- Personal Public Liability to a limit of £500,000 – provides cover against legal liability to pay compensation for accidents caused to third parties or their property including legal costs.

### Significant and unusual exclusions or limitations

- Shortages of money due to error, omission or depreciation in value.
- Persons under the age of 16 and over the age of 75 (see Exclusions to Section 3 and 4 of the Policy for more details).
- Damage by terrorism.

### Cancellation rights

This policy does not entitle you to a cooling-off period.

### Claims

To notify a claim please call 08453 002 055.

## Complaints procedure

We want to provide a first class service. If you have any cause for complaint you should, in the first instance, contact either the intermediary who arranged the policy for you, or the branch that issued your policy. Please quote the details of your policy (your surname and initials, policy number, departmental reference, etc).

If you remain dissatisfied with the response, we will refer your complaint to our Customer Relations Team for a separate review. They will notify you once they receive your complaint and will provide you with a final response when they have completed their inquiries.

If we are unable to resolve your complaint to your satisfaction within 8 weeks, or if we have provided you with a final decision letter, you may be able to refer your complaint to the Financial Ombudsman Service (FOS). This is a free and impartial service. The FOS can be contacted on 0845 080 1800 or emailed at [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The FOS will only consider your complaint if, at the time of notification, you are a private individual, a business with a group annual turnover of less than £1 million, a charity with an annual income of less than £1 million or a trustee of a trust with a net asset value of less than £1 million.

Following the Complaints Procedure does not affect your legal rights.

### Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation should we be unable to meet our obligations. You may contact the FSCS on 020 7892 7300 or further information is available at [www.fscs.org.uk](http://www.fscs.org.uk)

### Law applicable to the contract

UK law allows both you and us to choose the law applicable to the contract. The contract will be subject to the relevant law of the United Kingdom, the Isle of Man or the Channel Islands relating to your address as shown in the schedule. If there is any dispute as to which law applies it shall be English law.

The parties agree to submit to the exclusive jurisdiction of the English courts.

### How we will use your data

Zurich Insurance plc holds data in accordance with the Data Protection Act 1998. It may be necessary for us to pass data to other organisations that supply products and services associated with this contract of insurance. In order to verify information, or to prevent and detect fraud, we may share information you give us with other organisations and public bodies, including the Police, accessing and updating various databases. If you give us false or inaccurate information and we suspect fraud, we will record this and the information will be available to other organisations that have access to the database(s). We can supply details of the databases we access or contribute to, on request.



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### Zurich Insurance plc

A public limited company incorporated in Ireland. Registration No. 13460.

Registered Office: Zurich House, Ballsbridge Park, Dublin 4, Ireland.

UK Branch registered in England and Wales Registration No. BR7985.

UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

Authorised by the Irish Financial Regulator and subject to limited regulation by the Financial Services Authority. Details about the extent of our regulation by the Financial Services Authority are available from us on request. FSA registration number 203093. These details can be checked on the FSA's register by visiting their website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting them on 0845 606 1234.

Communications may be monitored or recorded to improve our service and for security and regulatory purposes.

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