



AIR EUROPA GENERAL PRE- CONTRACT INFORMATION

General pre-contract information

- AWP P&C S.A., Sucursal en España, is the permanent establishment in Spain of the French insurance company AWP P&C S.A., registered in the Administrative Register of Insurance and Reinsurance Entities of the General Directorate of Insurance and Pension Funds, under code E0202, and in the Madrid Mercantile Registry, Volume 26,138, Sheet 140 Section 8, Leaf M-471120.

- Complaints and claims can be submitted to:

AWP P&C SA, Sucursal en España

SERVICIO DE ATENCION AL CLIENTE (CUSTOMER SERVICE DEPARTMENT)

Calle Ramírez de Arellano 35, 3ª planta, 28043 Madrid

Or to attcliente@allianz-assistance.es

In the event of disagreement with the decision of the Customer Services Department, the client may appeal to the Claims Service of the Directorate General for Insurance and Pension Funds (*Servicio de Reclamaciones de la Dirección General de Seguros y Fondos de Pensiones*), at the following address:

Paseo de la Castellana, 44, 28046 Madrid

Tel.: 902 197 936

<http://www.dgsfp.mineco.es/reclamaciones/index.asp>

- The sale of insurance is carried out through AIR EUROPA LINEAS AÉREAS, SAU (also known as AIR EUROPA), holder of Tax Identification Code (C.I.F.) A07129430, in its capacity as complementary insurance broker.

Right of withdrawal

If your travel insurance has a VALIDITY OF MORE THAN ONE MONTH, you have the right to terminate the insurance contract you have signed, without giving reasons and without any penalty, provided that an event has not occurred and within a period of 14 days as of either the day of the effective date of the contract or the day you receive the contractual conditions and prior pre-contract information.

This right cannot be exercised in relation to insurance contracts of less than one month, or those whose effects end before the period referred to in the previous section.

You will be entitled to the refund of the premium paid, with the exception of the part corresponding to any period of time during which the contract was in effect. The insurer is to effect the refund of the premium within 30 days as of the reception of the termination notification.

To exercise the right of withdrawal, the policyholder must send a letter by certified mail or by any other means which provides a record of the dates of sending and reception to the AWP P&C, S.A., Sucursal in España, Sales

and Customer Service Department, Ramírez de Arellano 35, 3ª planta, 28043 Madrid, or by email to devoluciones@allianz-assistance.es.

Entry into effect and term of the Policy

The contract will enter into effect at 00:00 on the day indicated in the Specific Conditions as the date of issue, and will end upon the conclusion of the effectiveness of the guarantees covered, as indicated below:

- The cancellation guarantee will become effective 24 hours as of the date of issue of the policy. This date must coincide with the date of confirmation of the booking of the contracted trip, and will cease, on the day of the start of the return trip, providing that the payment of the premium has been effected.
- The additional guarantees (if applicable) will enter into effect, following the payment of the premium, as of the departure of the trip as established in the Specific Conditions, and will remain in effect until the finalization date of the same.

Payment methods

The payment of the premium will be charged to the card indicated.

Taxes included in the premium

The premium includes the legally-applicable taxes and surcharges; at the current time, the net premium includes:

- Tax on Insurance Premiums (6% on net premium)
- Insurance Compensation Consortium Surcharges (0.15% on net premium)
- Legally-applicable surcharge on extraordinary risks.

Law applicable to the contract

The Spanish legislation on insurance matters, the distance marketing of financial products intended for consumers, the general law of consumers and any other rule that may be applicable during the term of this policy.

The insurance contract will be signed under the Right of Establishment.

Language in which the contract will be formalized

The insurance contract will be formalized in Spanish; notwithstanding the above, the policyholder may choose to have the insurance policy worded in any of the official languages valid in the region of Spain in which the policy is formalized.

Filing of the electronic document

The electronic document in which the contract is formalized will be filed in PDF format, during the effective period of the policy; the documents will be sent to you in the confirmation email sent following the signing of the contract.

The contract data will also be saved in our data system in order to provide the contracted service.

What to do in the event of an occurrence

In the event of an occurrence, you must inform AWP P&C S.A., Sucursal en España immediately.

- If the occurrence corresponds to the Assistance-Repatriation guarantee coverage, the insured must call 902 213 100 in Spain or (+34) 914 522 914 from abroad (attention is available 24 hours a day, 365 days a year) in order to indicate their current location, a contact telephone number and the type of assistance required.
- If the occurrence corresponds to one of the other guarantees, the insured can inform AWP P&C SA. Sucursal en España of the occurrence through the www.allianz-assistance.es, by email: siniestros@allianz-assistance.es or by telephone 902 34 56 71 or 914 522 984, within 7 days. Following the conclusion of this period, AWP P&C, S.A., Sucursal en España may claim for any damages arising from the lack of any such communication.

Services not requested during the trip or services that have not been organized by AWP P&C S.A., Sucursal en España do not bestow upon the insured the right to reimbursement or compensation of any kind. The right to reimbursement only applies to those occurrences for which such a possibility is contemplated.