

Frequently Asked Questions

The following is intended to provide you with general information only. No advice is being given by Allianz Global Assistance.

Q. How do I buy Allianz Global Assistance Travel Insurance?

A. Follow our easy to use on line quotation and sales tool.

Q. What forms of payment are accepted?

A. We accept Visa, Mastercard, and American Express.

Q. Are my details secure?

A. Yes, your data is only used in the purchase of Allianz Global Assistance travel insurance product and not released for any other purpose.

Q. Can I buy Allianz Global Assistance Travel Insurance if I am not a resident of the United Kingdom?

A. No, you are only covered if you have your main home and are registered with a doctor in the UK, Channel Islands or Isle of Man and have not spent more than six months abroad in the year before the policy is issued.

Q. If I have any queries, who do I call?

A. Call our customer service line on 020 8603 9953. We are available to answers queries 9am - 5pm Monday to Friday. Please note that we are unable to give you any advice on whether this product is suitable for your needs.

Q. Where can I find out more about the policy cover?

A. Click on the Essential or Deluxe tab at the bottom of the insurance webpage and you will be able to view the full policy details.

Q. When does cover begin and end?

A. You are covered according to the dates you select on your quotation. These will be confirmed on your policy schedule once the policy is purchased.

Trip cancellation insurance for Single Trip policies is effective from the point of purchase and for Annual Multi-trip policies from the date you select cover to start. The other aspects of cover take effect when you commence your journey.

Single trip insurance cover ends on arrival back in the UK or on the date shown in your policy, whichever is earlier. Annual Multi-trip policies terminate on the expiry date of the policy.

Q. Are there any exclusions to the policy?

A. Yes. Some exclusions and conditions are specific to individual sections and General exclusions and conditions apply to the policy overall. There is also a Health declaration with health exclusions that apply for cover to be effective. Please read the policy wording carefully to ensure you have the cover you need.

Q. Can I change my mind after purchase of insurance?

A. If your cover does not meet your requirements, please notify Allianz Global Assistance within 14 days of receiving your confirmation email for a refund of your premium.

If during this 14 day period you have travelled, made a claim or intend to make a claim then we can recover all costs that you have used for those services.

You can contact Allianz Global Assistance by calling 020 8603 9953 or writing to: 102 George Street, Croydon, CR9 6HD.

Please note that your cancellation rights are no longer valid after this initial

14 day period.

Q. What age limits apply?

A. For single trip policies, insurance is available to persons up to and including 79 years old at the date the policy is issued. For annual multi trip policies, insurance is available to persons up to and including 65 years old at the start date of the policy. If you are older than the maximum age limit, you may be able to obtain an alternative travel insurance policy by contacting:

• **Free Spirit**

Visit Free Spirit www.freespirittravelinsurance.com or phone 0800 170 7704 (8am-6pm Monday to Friday)..

• **British Insurance Brokers Association**

www.biba.org.uk or phone the Find a Broker Helpline: 0370 950 1790 (9am-5pm Monday to Friday).

Q. What is the maximum trip length?

A. Single trip cover can be purchased for trips up to 31 days. Our annual multi-trip policy covers you for a year but no one trip within this period can exceed 31 days duration.

Q. Who do I contact in the event of a medical emergency?

A. Our medical emergency team is available 24 hours a day to assist you. You can reach them by calling the UK +44 20 8603 9955

Q. Who do I contact to make a claim?

A. Visit the website www.azgatravelclaims.com This will lead you to our online claims notification service where claim forms can be obtained immediately via email or by downloading directly from the site. Alternatively, phone 020 8603 9954 and ask for a claim form or Write to: Allianz Global Assistance Travel Insurance Claims Department, PO Box 451, Feltham TW13 9EE or Email: travel.claims@allianz-assistance.co.uk.

Q. Does it matter who I book my travel arrangements through?

A. For single trip policies, at least part of your trip must include travel arrangements booked through British Airways. For Annual multi-trip policies at least one of your trips throughout your policy year must include travel arrangements booked through British Airways. Booking directly with a scheduled airline, shipping line, railway company or through a bonded coach company or travel agent, should also provide you with added protection in the event of their financial failure.