

## Customer information and General Terms and Conditions of Insurance

### LOEB Club Visa and LOEB Gold Club Visa cards

#### Customer information under the Swiss Insurance Contract Act (ICA)

The following customer information gives a clearly arranged, brief overview of the insurer's identity and the material content of the insurance contract (article 3 of the Swiss Insurance Contract Act – ICA). The General Terms and Conditions of Insurance (GTC) are exclusively decisive for the content and scope of the rights and obligations arising from the insurance contract.

Who is the insurer?

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The insurer is AWP P&C S.A., Saint-Ouen (Paris), Wallisellen Branch (Switzerland), hereinafter referred to as Allianz Assistance. The company headquarters is at Richtiplatz 1, 8304 Wallisellen. The provider of shopping legal protection insurance is Dextra Rechtsschutz AG, with its registered office at Hohlstrasse 556, 8048 Zurich.

Who is the policyholder?

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The policyholder is Cornèr Bank Limited, BonusCard Branch (Zurich), hereinafter referred to as BonusCard, with its registered office at Ohmstrasse 11, 8050 Zurich.

What risks are insured and what is the scope of the cover?

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The risks insured under the collective insurance contract concluded with BonusCard as well as the scope and restrictions of the insurance cover are set out in the agreed collective insurance contract and the General Terms and Conditions of Insurance (GTC). The following is a summary of the various insurance and service components offered, provided for ease of understanding.

#### LOEB Club Visa and LOEB Gold Club Visa cards

##### **Legal protection for shopping**

- Assumption of costs for legal disputes in connection with the use of the card when purchasing goods (card used for at least 50% of the purchase).

##### **Best price guarantee**

- Reimbursement of the difference between the price actually paid and a quoted price that is at least CHF 20 cheaper for the identical item (card used for at least 50% of the purchase).

##### **Goods delivery and transport insurance**

- Assumption of costs in the event of theft, robbery, destruction or damage as well as, in the event of shipping, of the insured item not arriving (card used for at least 50% of the purchase).

##### **Extended warranty**

- Reimbursement of the costs of repairing or replacing an insured device that is not working due to material and/or manufacturing defects, after expiry of the manufacturer's or dealer's warranty (card used for at least 50% of the purchase).

Which persons are insured or entitled to benefits?

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Under the collective insurance contract concluded with BonusCard, Allianz Assistance grants insurance cover to cardholders of a valid LOEB Club Visa or LOEB Gold Club Visa card issued by BonusCard and a direct right to claim in connection with the insured benefits.

Temporal and geographical scope of the insurance cover

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The insurance cover basically applies worldwide during the insurance period. Local restrictions in the special provisions for the individual insurance or service components as well as economic or trade sanctions or embargoes of the United Nations, the European Union, the United States of America or Switzerland that contradict the insurance cover remain reserved.

What are the main exclusions?

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The following list contains only the most important insurance cover exclusions. The exclusionary clauses (non-insured events, items, cases, services and goods) of the General Terms and Conditions of Insurance and the ICA contain further exclusions:

##### **All insurance components**

- Events are not insured if the insured person has triggered them in the following ways:
  - negligent or premeditated actions/or failure to act.
  - committing or attempting to commit crimes or offences.
- The following events and their consequences are not insured: war, terrorist attacks, any type of unrest, natural disasters and incidents involving atomic, biological or chemical substances.

##### **Best price guarantee**

- There is no entitlement to benefits for items that are only offered to a limited group of buyers (not to the public) (e.g. student or employee shops), items from business liquidations, mobile phone devices, medical aids, used items and second-hand goods.

##### **Goods delivery and transport insurance**

- There is no entitlement to benefits for damage such as/due to normal wear and tear, manufacturing or material defects, intrinsic decay or the natural properties of the item, operating errors, temperature and weather conditions. Furthermore, no insurance cover is provided for damage for which a third party is contractually liable as the manufacturer, seller or under a repair order; animals and plants, motor vehicles, consumer goods and perishable goods with a limited useful life, jewellery and watches, precious metals and precious stones, and second-hand goods are also not covered.

##### **Extended warranty**

- No insurance cover is provided for devices with a value (purchase price) of less than CHF 100, devices without a serial number or whose serial number is unrecognisable, devices without a manufacturer's warranty or dealer's warranty, devices for which the statutory or contractual warranty period of the manufacturer, seller or repairer has not yet expired at the time of the claim, devices that are or have been used for professional or commercial purposes, errors or malfunctions that are not accepted by the manufacturer under the original manufacturer's warranty, building control equipment (e.g. heating, underfloor heating, swimming pools, hot tubs, built-in vacuum cleaners, electric shutters and awnings, lighting, power generators, antennae, power tools, ride-on lawnmowers, robotic lawnmowers), replaceable device components or device consumables with a limited service life that need to be replaced on a regular basis.

How much is the premium?

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This insurance cover forms part of the service package for LOEB Club Visa and LOEB Gold Club Visa cards; the premiums are borne by BonusCard.

What are the duties of the insured persons?

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The following list contains only the main duties. Other duties are set out in the General Terms and Conditions of Insurance and the ICA:

- In any event, the insured person is obliged to do everything to mitigate the loss and help resolve the claim.
- The insured person must observe his/her contractual or legal reporting, notification and conduct-related duties in full (e.g. immediately reporting the insured event to the contact address given in section I 11).
- If the insured or entitled person breaches his/her duties, Allianz Assistance can withhold or reduce the benefits.

When does the insurance begin and end?

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The insurance cover applies from the date of issue of the LOEB Club Visa or LOEB Gold Club Visa card. The insurance cover ends upon termination of the credit card contract (termination by BonusCard or by the cardholder) or upon termination of the collective insurance contract between BonusCard and Allianz Assistance on which this insurance is based. Insurance cover remains in place for devices purchased during the term of the credit card contract or the collective insurance contract with the card, even if the credit card contract or collective insurance contract is terminated, until the cover expires.

How does Allianz Assistance treat data?

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The privacy notice explains how we protect your privacy. To read our privacy notice click [www.allianz-partners.com/privacynotice-partner](http://www.allianz-partners.com/privacynotice-partner).

## Table of benefits and services

Insurance components	Insured benefits	Maximum insured amount	
A Legal protection for shopping	Assumption of costs for legal disputes in connection with the use of the card when purchasing goods (card used for at least 50% of the purchase).	per claim and year	CHF 15'000
B Best price guarantee	Reimbursement of the difference between the price actually paid and a quoted price that is at least CHF 20 cheaper for the identical item (card used for at least 50% of the purchase).	per event and year	CHF 4'000
C Goods delivery and transport insurance	Assumption of costs in the event of theft, robbery, destruction or damage, as well as, in the event of shipping, of the insured item not arriving (card used for at least 50% of the purchase).	per claim/max. per calendar year	CHF 3'000 CHF 15'000
D Extended warranty	Reimbursement of the costs of repairing or replacing an insured device that is not working due to material and/or manufacturing defects, after expiry of the manufacturer's or dealer's warranty (card used for at least 50% of the purchase).	per year	CHF 4'000

  

Service components	Services provided	Insurance type
E Card blocking service	Blocking of bank, post office, credit and customer cards as well as SIM cards in the event of theft, robbery or loss.	Service provided

# General Terms and Conditions of Insurance (GTC)

## LOEB Club Visa and LOEB Gold Club Visa cards

AWP P&C S.A., Saint-Ouen (Paris), Wallisellen Branch (Switzerland), hereinafter referred to as "Allianz Assistance", grants the benefits agreed under the group insurance contract with Cornèr Bank Limited, BonusCard Branch (Zurich), hereinafter referred to as "BonusCard", and listed in this insurance document. The provisions of the Swiss Insurance Contract Act (ICA) also apply.

Please keep these GTC in a safe place with your other insurance documents. In case of dispute, the german version shall prevail.

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### I Common provisions to all insurance components

All insurance components are indemnity insurances.

The Common provisions to all insurance components only apply insofar as the Special provisions for the individual insurance or service components contain no provisions to the contrary.

#### 1 Insured persons or entitled persons

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- 1.1 Insurance cover is provided to the cardholder (hereinafter referred to as the insured person) of a valid LOEB Club Visa or LOEB Gold Club Visa card (hereinafter referred to as card) issued by BonusCard, who has joined the respective collective insurance contract.
- 1.2 Cardholders enjoy insurance cover or are entitled to benefits under all the listed insurance or service components.

#### 2 Geographical scope

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Unless otherwise specified in the Special provisions for the individual insurance or service components, the insurance applies worldwide.

#### 3 Start and duration of insurance cover and basic requirements for insured benefits

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- 3.1 The insurance cover applies from the issue of the card and ends when the card expires or upon termination of the credit card contract (termination by BonusCard or by the cardholder) or upon termination of the collective insurance contract between BonusCard and Allianz Assistance on which this insurance is based. Insurance cover remains in place for devices purchased during the term of the credit card contract or the collective insurance contract with the card, even if the credit card contract or collective insurance contract is terminated, until the cover period expires.
- 3.2 In order for the insured person to be entitled to an insurance benefit when the insured event occurs, in addition to any other duties under section I 4 and under the duties specified in the special provisions for the individual insurance components, he/she must be able to provide the following cumulative evidence at the time of the claim:

- Proof of a valid credit card contract (credit card number).
- Proof that at least 50% of the item or device in question was paid for using the card of the insured cardholder.

- 3.3 These GTC are made available to the cardholder electronically by the policyholder. By signing the card and/or using it, the cardholder confirms that they have noted the scope of application of these GTC and their content.

#### 4 Duties in the event of a claim

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- 4.1 The insured person is obliged to do everything to mitigate the loss and help resolve the claim.
- 4.2 The insured person is obliged to observe his/her contractual or statutory reporting, notification or negotiating duties in full (e.g. immediately reporting the insured event to the contact address given in the Common Provisions under section I 11).
- 4.3 If the insured person is also able to claim benefits paid out by Allianz Assistance from third parties, the insured person must uphold these claims and cede them to Allianz Assistance.

#### 5 Breach of duties

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If the entitled person is in breach of his/her duties, Allianz Assistance can withhold or reduce the benefits.

#### 6 Non-insured events and services

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- 6.1 Events are not insured if the insured person has triggered them in the following ways:
  - negligent or premeditated actions/or failure to act.
  - committing or attempting to commit crimes or offences.
- 6.2 Activities related to an insured event are not insured, e.g. the cost of replacing the insured items or for law enforcement purposes.
- 6.3 The following events and their consequences are not insured: war, terrorist attacks, any type of unrest, natural disasters and incidents involving atomic, biological or chemical substances.

## 7 Definitions

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- 7.1 Switzerland  
The territory of Switzerland for the purpose of insurance cover includes Switzerland and the Principality of Liechtenstein.

## 8 Complementarity clause

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- 8.1 If an insured person is entitled to benefits from another insurance contract (voluntary or compulsory insurance), cover is limited to that portion of the Allianz Assistance benefits that exceeds those of the other insurance contract. Overall costs are reimbursed once only.
- 8.2 If a claim is submitted to Allianz Assistance first and Allianz Assistance provides benefits for the same claim, these shall be deemed an advance and the insured person shall assign his/her claims against the third party (liable third party, voluntary or compulsory insurance) to Allianz Assistance to the extent of those benefits.

## 9 Hierarchy of regulations

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The Special provisions for the individual insurance components take precedence over the Common provisions to all insurance components.

## 10 Place of jurisdiction and applicable law

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- 10.1 Lawsuits against Allianz Assistance may be brought before the court at the company's registered office or at the Swiss place of residence of the insured or entitled person.
- 10.2 The Swiss Insurance Contract Act (ICA) applies in addition to these provisions.

## 11 Contact address

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Allianz Assistance  
Richtiplatz 1  
P.O. Box  
8304 Wallisellen  
info.ch@allianz.com

## II Special provisions for the individual insurance components

### A Legal protection for shopping

#### 1 Insured persons and insured characteristics

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- 1.1 All holders of a valid, activated card are insured.  
1.2 The insured persons are covered in the event of contractual disputes in connection with contracts where the cardholder has paid at least 50% of the amount owed using the card.

#### 2 Insured legal issues, legal disputes, proceedings

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Contractual disputes arising from contracts of purchase of goods which the insured party has not concluded commercially and where at least 50% of the goods were paid for using the card.

#### 3 Insured services

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- 3.1 Legal services of the lawyers and solicitors of Dextra Rechtsschutz AG  
3.2 Cash benefits up to the sums insured listed in the "Table of benefits" for:  
– lawyers' fees at local rates excluding contingency fees;  
– necessary costs of expert reports and analyses;  
– court, arbitration and mediation costs;  
– travel expenses required for summons outside the canton of residence;  
– proven loss of earnings in the event of a summons;  
– damages awarded to the other party.  
– bail (only by way of loan to prevent being remanded in custody)  
Deducted from that are the intervention costs awarded to the insured person during the proceedings or in similar circumstances.  
3.3 For multiple legal cases based on the same facts and for all claims under one policy in one insurance year combined, the maximum sum insured is only available once.  
3.4 Exclusion of claims: Dextra Rechtsschutz AG can be released from its obligation to pay benefits by reimbursing the material dispute benefit.
- 4 Non-insured cases and services (this does not affect legal opinion, legal advice or support)
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- 4.1 Cases as an unauthorised driver/pilot/user of a vehicle, aircraft or boat.  
4.2 Assertion of claims that have been assigned to the insured person.  
4.3 Disputes resulting from acts of war, terrorism, strikes, nuclear fission/fusion.  
4.4 Disputes between persons insured under the same policy. In such cases, only the cardholder is insured.  
4.5 Disputes in connection with the investment and management of assets, works of art, securities or speculative legal transactions.  
4.6 Company law disputes and disputes in connection with company shareholdings.  
4.7 Disputes with Dextra Rechtsschutz AG, its employees or its agents.

#### 5 Geographical and temporal scope

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- 5.1 The insurance applies worldwide with the following restrictions:  
– proceedings before courts and authorities are only insured in countries for which the Corruption Perceptions Index according to Transparency International <http://www.transparency.org/country> at the time the claim is reported is at least 30 out of 100.  
– proceedings before arbitration tribunals outside Switzerland or before international arbitration tribunals are not insured.  
– mediation is insured exclusively in Switzerland.

- 5.2 Dextra Rechtsschutz AG does not grant any legal protection if the need for legal assistance arose prior to the use of the card or was already foreseeable at that time.

#### 6 Processing a claim/free choice of lawyer/differences of opinion

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- 6.1 The request for legal assistance shall be notified immediately online, by email, post or telephone to Dextra Rechtsschutz AG. All documents relating to the legal case must be sent to Dextra Rechtsschutz AG, Hohlstrasse 556, CH-8048 Zurich. Contact: Tel. +41 44 296 60 60, [info@dextra.ch](mailto:info@dextra.ch), [www.dextra.ch](http://www.dextra.ch)  
6.2 If no immediate danger is imminent, the insured person may not appoint a legal representative, initiate any proceedings, conclude any settlement or appeal him/herself, otherwise he/she must bear the resulting additional costs him/herself.  
6.3 Dextra Rechtsschutz AG shall advise the insured person and initiate appropriate measures in agreement with him/her. Provided that no additional costs are incurred as a result, the insured person may propose to Dextra Rechtsschutz AG his/her own representative at any time. The legal representative must be released from professional secrecy.  
6.4 The insured person is legally entitled to choose freely his/her legal representative in court or administrative proceedings or in the event of a conflict of interest. If Dextra Rechtsschutz AG rejects the chosen representative, the insured person may submit three proposals for another representative, of which Dextra Rechtsschutz AG must accept one. The insured person may also choose a representative recommended by Dextra Rechtsschutz AG.  
6.5 If Dextra Rechtsschutz AG provides the insured person with unconditional advice and support, this shall not be construed as an offer of cover.  
6.6 To the extent permitted by law, Dextra Rechtsschutz AG disclaims all liability for advice for which there is no legal obligation.  
6.7 In the event of differences of opinion between the insured person and Dextra Rechtsschutz AG regarding the measures to be taken, in particular if Dextra Rechtsschutz AG considers the intervention to be futile, the insured person may, within a period of 14 days from receipt of the letter from Dextra Rechtsschutz AG giving reasons, request that the matter be assessed by an arbitrator, who is then appointed jointly and who may not have a relationship of trust with any of the parties.

### B Best price guarantee

#### 1 Insured amounts

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The insured amount can be seen in the table of benefits.

#### 2 Insured items

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The insurance covers moveable items for personal use at least 50% of the price of which was paid for by an insured person with a valid, activated card.

#### 3 Scope and conditions of insurance cover

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Insurance cover begins with the purchase of the insured item and lasts for 14 days. Evidence must be provided that at least 50% of the purchased item was paid for by the insured person using a valid, activated card (transaction receipt or monthly card account statement).

#### 4 Insured benefits

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If the insured person determines within 14 days of the purchase date (card transaction) of an insured item as defined in section II B 2 that an identical item (identical model, identical scope of features and specification, identical model number) is being offered at a price that is at least CHF 20 cheaper, Allianz Assistance will reimburse the insured person, taking into account the agreed insured amounts, the difference determined between the price actually paid and the provable lower price offer. Both the seller of the insured item and the provider of the identical item must be commercial providers based in Switzerland (e.g. retail, mail order, online supplier).

## 5 Duties in the event of a claim (in addition to section I 4)

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In the event of a claim (in addition to the documents mentioned in sections I 3.2 and I 4), the following documents must be sent to the address specified in the claim form:

- proof of purchase or order confirmation showing the purchase price and the date of purchase;
- transaction receipt or copy of the monthly statement;
- dated evidence of the price difference (e.g. informative advertising brochure, flyer, advertisement, confirmation, website printout).

## 6 Non-insured items (in addition to section I 6)

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- Items that are only offered to a limited group of buyers (not to the public) (e.g. student or employee shops);
- Items from business liquidations;
- Mobile phone devices;
- Medical aids (e.g. spectacles, medical devices, prostheses, medical accessories);
- Used items and second-hand goods;
- Motor vehicles.

## C Goods delivery and transport insurance

### 1 Scope of insurance cover, insured amount and insurance benefit, insured items and events

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#### 1.1 Scope of insurance cover

1.1.1 Insurance cover begins with the handover of the insured item at the time of purchase (no shipping) and lasts for 30 days, including transport to the final place of destination.

1.1.2 In the case of items transported by a carrier (shipping), insurance cover commences from the date of purchase or when the goods are handed over to the carrier. Insurance cover lasts 30 days from the time the item is handed over by the carrier to the insured person.

#### 1.2 Insured amount

1.2.1 The insured amount can be seen in the table of benefits.

1.2.2 An excess of CHF 50 will be deducted per claim.

#### 1.3 Insurance benefit

1.3.1 In the case of stolen or destroyed items, Allianz Assistance may choose to provide replacement in kind or, taking into account the insured amount defined under section II C 1.2, to reimburse the purchase price paid.

1.3.2 In the case of damaged items, Allianz Assistance may choose to have the items repaired or, taking into account the insured amount defined under section II C 1.2, to reimburse the necessary repair costs, but no more than the purchase price.

1.3.3 In the case of items belonging to a pair or set, insurance cover shall be provided up to the purchase price, taking into account the insured amount defined under section II C 1.2, insofar as the items not affected by the damage are useless on their own or cannot be supplemented individually.

#### 1.4 Insured items

The insurance covers moveable items for personal use, at least 50% of the price of which was paid for by an insured person with a card.

#### 1.5 Insured events

Robbery, theft, destruction, damage or failure to arrive when the insured item is shipped.

### 2 Non-insured events Items (in addition to section I 6)

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#### 2.1 Non-insured events

- Normal wear and tear
- Manufacturing or material defects, intrinsic decay or the natural properties of the item.
- Operating errors.
- Temperature and weather conditions.

2.2 No insurance cover is provided for damage for which a third party is contractually responsible as the manufacturer, seller or under a repair order.

#### 2.3 Uninsured items

- cash, cheques, traveller's cheques, all other securities and admission tickets and other qualification certificates, precious metals (inventories, bars or merchandise), coins, medals, loose precious stones and pearls;
- animals and plants and motor vehicles;
- consumer goods and perishable goods with a limited useful life, e.g. food and luxury foods, cosmetics etc. Exception: cosmetics are explicitly covered against theft and, in case of shipment, against non-arrival of the goods
- jewellery and watches, precious metals and precious stones, unless they are being worn or used for their intended purpose or are being carried in the personal custody of the cardholder;
- second-hand goods (objects of art do not count as second-hand goods);
- items purchased through fraudulent or unauthorised use of the card.

## 3 Duties in the event of a claim (in addition to section I 4)

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3.1 Loss due to theft must be reported to the relevant police station within 48 hours of discovery.

3.2 In the event of a claim, the following documents must be submitted to Allianz Assistance in addition to the evidence specified under section I 3.2, to the contact address specified under section I 11 (depending on the insured event):

In the event of theft, destruction, damage or failure to arrive when shipped:

- original receipt showing the purchase price and the date of purchase;
- the accompanying card receipt or a copy of the monthly statement;
- proof that more than 50% of the price of the item in question was paid for by the insured person using his/her valid, activated card;
- evidence of a valid card contract with BonusCard;
- third-party claims (including insurance companies) in respect of the same damage;
- other information relevant for determining the compensation.

Additionally in the event of theft

- police report.

In addition, if insured items are shipped

- proof that and when the purchase price of the insured item was debited from the insured card or the item was shipped;
- records of the facts.

If the insured item does not arrive (shipping)

- copy of the letter of complaint from the insured person to the seller, insofar as the seller can be contacted;
- confirmation from the seller of the complaint, if the seller has issued one.

3.3 Damaged items must be kept available for Allianz Assistance until the claim is settled definitively and sent for assessing at Allianz Assistance's request at the insured person's cost.

## D Extended warranty

Important information: If a loss event occurs, Allianz Assistance must be contacted immediately on +41 44 283 38 30 and their consent must be obtained for any measures and assumption of the associated costs.

### 1 Geographical scope

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The insurance applies exclusively to devices purchased from a commercial provider (e.g. retail, mail order, online supplier) based in Switzerland or in an adjacent country.

### 2 Insured devices

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- 2.1 New devices in the following categories of goods, at least 50% of the price of which is paid for by an insured person with a card and which have a manufacturer's or dealer's warranty and a value (purchase price) of at least CHF 100 and are no older than four years at the time of the claim: Domestic electrical appliances (so-called "white goods") such as washing machines, tumble dryers, dish-washers, cookers, ovens, microwaves, food processors, refrigerators, vacuum cleaners, irons, toasters, electric toothbrushes, shavers, hair dryers, electronic entertainment equipment (so-called "brown goods") such as televisions, projectors, DVD/BluRay players, home cinema systems, hi-fi systems, MP3 players, cameras, video cameras, GPS devices, games consoles. Electrical communication devices (so-called "grey goods") such as mobile phones, tablets, wearables, computers, notebooks, printers, copiers, fax machines, scanners, external hard drives.
- 2.2 Accessories (such as adapters, cables and transformers) are also insured only if they were purchased with an insured device and used for/with the device as intended.

### 3 Conditions of insurance cover

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Evidence must be provided that at least 50% of the purchased item was paid for by the insured person using a card (transaction receipt or monthly card account statement).

### 4 Insured amounts

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The insured amount can be seen in the table of benefits. A maximum of CHF 4,000 per year is reimbursed.

### 5 Insurance benefits

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Allianz Assistance shall reimburse the insured person for any costs directly incurred for repairing or replacing an insured device as per section II D 2 that is not working due to material and/or manufacturing defects. The cover provided under this extended warranty starts on the expiry of the included manufacturer's or dealer warranty and lasts 24 months.

### 6 Non-insured events, equipment and services (in addition to section I 6: Non-insured events)

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- 6.1 Devices with a value (purchase price) of less than CHF 100.
- 6.2 Devices which have no serial number or whose serial number is indecipherable.
- 6.3 Devices which have no manufacturer's or dealer's warranty.
- 6.4 Devices for which the statutory or contractual warranty period of the manufacturer, seller or repairer has not yet expired at the time of the claim.
- 6.5 Devices which are being/have been used for professional or commercial purposes.
- 6.6 Events and causes directly or indirectly attributable to external factors such as transportation, delivery, installation, accidental damage, misuse, fire, water or liquid damage, corrosion, lightning, sand, negligent damage, power failure, power fluctuations or incorrectly connected supply and return cables.
- 6.7 Errors or malfunctions that are not covered by the manufacturer under the original manufacturer's warranty.

- 6.8 Consequential losses, third party costs, servicing, inspections, cleaning, cosmetic repairs that do not affect functionality, viruses, software errors.
- 6.9 Repair or replacement of insured devices without Allianz Assistance's prior approval.
- 6.10 Building control equipment (such as heating, underfloor heating, swimming pools, whirlpools, built-in vacuum cleaners, electrical shutters and awnings, lighting, power generators, antennae).
- 6.11 Vehicles and aircraft of any kind including accessories and equipment.
- 6.12 Power tools, ride-on lawnmowers, robotic lawnmowers.
- 6.13 Replaceable device components or consumable parts with a limited service life that regularly need to be replaced such as fuses, rechargeable batteries, disposable batteries, data media, audio tapes, buttons, printer cartridges, toner cartridges, print heads, computer mice, remote controls, joysticks and other external controllers, vacuum cleaner bags, brushes and tools, light bulbs and fluorescent tubes etc.

### 7 Duties in the event of a claim (in addition to section I 4)

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- 7.1 In order to claim Allianz Assistance benefits, the insured or entitled person must immediately contact Allianz Assistance on occurrence of the insured event on the telephone number +41 44 283 38 30 and obtain their agreement for any measures and assumption of associated costs.
- 7.2 In the event of a claim (in addition to the documents mentioned in sections I 3.2 and I 4), the following documents must be sent to the address specified in the claim form:
- copy of the purchase receipt or guarantee certificate (if available) with date (start of the manufacturer's or dealer's warranty);
  - transaction receipt or copy of the monthly statement;
  - for repairs: invoice including name, address, telephone number of the company/person that detected the device defect and that is permitted to carry out the repair as a certified repair centre of the respective manufacturer;
  - for replacements: copy of the purchase receipt.

## III Special provisions for the individual service components

### E Card blocking service

#### 1 Services

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The insured person can request assistance in the event of robbery, theft or loss of personal payment cards and SIM cards issued in Switzerland in the insured person's name. Allianz Assistance will attempt to block all issued cards with the relevant institutions (card company, bank, post office, telecommunications etc.). If the block is not carried out by the relevant institution, Allianz Assistance will inform the insured person and provide him/her with the telephone number of the relevant institution.

The insured person can call or fax the following numbers round the clock to use the services of the card blocking service:

Telephone +41 44 283 34 46  
Fax +41 44 283 33 33

#### 2 Liability

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Allianz Assistance is not liable for losses due to the relevant institution not being contactable or for financial losses resulting from the loss of personal payment cards and SIM cards.