

Single Trip Car Hire Excess Insurance

Insurance Product Information Document



Company: AIG Europe S.A.

Product: Single Trip Car Hire Excess Insurance

AIG Europe S.A. is authorised by the Luxembourg Ministère des Finances, supervised by the Commissariat aux Assurances and is regulated for conduct of business in Ireland by the Central Bank of Ireland.

This document outlines the main benefits and restrictions associated with an AIG Car Hire Excess policy. It does not reference all of the benefits, terms, conditions, limitations, exceptions associated with the policy. Please take time to read the policy and your schedule to ensure that you understand the cover provided by the policy. This document does not form part of your contract of insurance.

What is this type of insurance?

Single Trip Car Hire Excess Insurance provides cover for the excess charged by the car rental company in the event the rental vehicle is damaged or stolen. It also provides cover for damage to parts of the rental vehicle that are sometimes not covered by the insurance provided by the car rental company – the windows, undercarriage, roof, tyres, wheels and headlights. The policy covers you for a single rental agreement, based upon the cover start and end date that you select. The maximum period of any single rental agreement must not exceed 31 consecutive days. The policy extends to cover the policyholder and up to 5 drivers named on the car rental agreement.



What is insured?

Excess Reimbursement

- ✓ **Damage, theft, and loss of use.**
Up to the value of the excess charged by the rental company for damage (including damage to windows and tyres, the undercarriage and the roof), fire or vandalism to, or theft or loss of use of, the rental vehicle.
Sum insured: €4,000 or the equivalent in local currency, whichever is the lower for any one claim.

- ✓ **Car Rental Key Cover**
We will cover the cost of replacing a lost or stolen rental car keys including replacement locks and locksmith charges.
Sum insured: €600 or the equivalent in local currency, for each and every claim.

- ✓ **Baggage Cover**
Loss or damage to baggage and/or personal effects as a result of theft/attempted theft.
Sum insured: €500 in total for any one claim. A single article limit of €150 applies.

Personal Accident

- ✓ Death as result of an accident
Sum insured: €20,000
- ✓ Permanent total disablement
Sum insured: €20,000
- ✓ Quadriplegia
Sum insured: €40,000
- ✓ Paraplegia
Sum insured: €25,000
- ✓ Hospitalisation
Sum insured: €100 per week payable for a maximum of 10 weeks

For a full list of insured perils please see your policy document.



What is not insured?

- ✗ Loss arising on the rental of any vehicle other than a private car with less than 9 seats
- ✗ Mechanical or electrical breakdown
- ✗ Damage caused by wear and tear
- ✗ Damage caused by self-inflicted injury or illness or the use of alcohol or drugs
- ✗ Damage you cause to a third party vehicle
- ✗ Losses caused by illegal acts.
- ✗ Losses that you have intentionally caused.
- ✗ Claims for theft, attempted theft or vandalism if you don't report the incident to the police within 24 hours and obtain a written police report
- ✗ Any losses arising out of driving as your occupation or profession.
- ✗ Any car rental agreement exceeding 31 consecutive days.
- ✗ Any loss or damage arising from any journey in, to or through the following countries: Afghanistan, The Balkans, Belarus, Cuba, Congo, Iran, Iraq, Ivory Coast, Lebanon, Liberia, North Korea, Myanmar, Sudan, Syria, Zimbabwe or the Crimea Region
For a full list of exclusions please see your policy document



Are there any restrictions on cover?

- ! You must be a resident of the Republic of Ireland to purchase a policy.
- ! All insured drivers must be aged over 21 and under 85 years of age.
- ! All insured drivers must hold a full valid driving license.
- ! The rental vehicle must have a market value of less than €100,000 and not be over 10 years old.

Please refer to your policy document for complete information



Where am I covered?

✓ You are covered in the Geographical Area selected by you and displayed on your policy schedule. The Geographical Areas are:

- Europe
- Worldwide Excluding USA & Canada
- Worldwide Including USA & Canada

Please note that the policy will not cover any loss or damage arising from any journey in, to or through the following countries: Afghanistan, The Balkans, Belarus, Cuba, Congo, Iran, Iraq, Ivory Coast, Lebanon, Liberia, North Korea, Myanmar, Sudan, Syria, Zimbabwe or the Crimea Region.



What are my obligations?

- When applying for your policy and completing your pre-contract application form, you must take reasonable care to answer the questions you are asked honestly and carefully. Please note that failure to do so may result in your policy being cancelled or we may refuse to deal with any claims or reduce the amount of a claim payment, as detailed under the Impact of Misrepresentation section, which you should read carefully.
- In the event of any accidents, proceedings or any other events that may give rise to a claim, please contact us within 31 consecutive days of the incurred loss to notify us and request a claim form to be sent to you by email, fax or post.
- You must adhere to the terms and conditions of the policy and take all reasonable steps to avoid and prevent damage, injury or loss, and reduce or avoid incurring unnecessary costs
- You must report any loss, theft, attempted theft or vandalism to the police as soon as reasonably possible and within 24 hours of discovery.
- You must contact us immediately or as soon as reasonably possible, if any of the answers or information provided is inaccurate or has changed beyond what was reasonably contemplated when the contract of insurance was concluded as this may affect the cover provided and any claims made by you on your policy



When and how do I pay?

You must pay your premium when you take out the policy either online or over the telephone. Payment must be made in full and can be made by either debit or credit card.



When does the cover start and end?

Your policy start and end dates will be confirmed in your policy schedule.



How do I cancel the contract and what is my cooling off period?

You can cancel by phoning [1800 646 747](tel:1800646747) or by sending an email to carhireexcess.ie@aig.com

You have 14 working days from the date you purchase this cover to contact us if you want to cancel your policy. This is known as a cooling-off period. If you cancel your policy within this period, we will refund the premium you have paid provided that the first day of your car rental agreement has not started and there hasn't been a claim (or an incident that might lead to a claim). Following the expiry of the cooling off period you continue to have the right to cancel your policy at any time by contacting us, but no refund of premium will be available.