



# Signet Bank AS Credit Card Travel insurance terms and conditions

No. LV-18/03-02  
Valid from 01.04.2024

**If You have any questions,  
please contact Us at:**

- 📍 82222
- 📞 (+371) 206 82 222 (When calling from abroad)
- ✉ [balcia@balcia.lv](mailto:balcia@balcia.lv)
- 🌐 [www.balcia.lv](http://www.balcia.lv)

**We will pay everything due from Us,  
all You need do is submit documentation  
certifying expenses:**

- ✉ [atlidzibas@balcia.lv](mailto:atlidzibas@balcia.lv)
- 🌐 [www.balcia.lv](http://www.balcia.lv)



## DEFINITIONS

**Insurer or We** - Balcia Insurance SE.

**Insured Person or You** - a person under 85 years of age who is an Authorized Credit Card User or a Relative of an Authorized Credit Card User, if travelling together with an Authorized Credit Card User, i.e. sharing the same travel dates, itinerary, mode of transport and accommodation.

**Policyholder** – a person who has concluded an insurance contract with Us.

**Luggage** – Luggage items belonging to You and their contents, checked in, handed over and in the Carrier's custody.

**Credit Card** - A payment card issued by the Policyholder, the type of which We and the Policyholder have agreed in the insurance contract.

**Authorized Credit Card User** – a client of the Policyholder who, as a payment card user, has been issued at least one Credit Card by the Policyholder and whose Credit Card is valid, including unblocked.

**Trip** – Your trip, for a fixed period, outside Your Home country. The Trip starts when You leave Your Home country (cross the border of that country) and ends when You return from the Trip (cross the border of Your home country).

**Intermediate stage of the Trip** – the place where You plan to change to the next transport after the start of the Trip to continue it.

**Home country** – the country of Your nationality or the country that issued Your residence permit.

**Abroad** – a country other than your Home country.

**Accident** - a sudden and unexpected event during the Trip which occurs independently of Your will and which results in damage to Your life or health.

**Relative** – Spouse or common-law partner of the Authorized Credit Card User, if he/she shares the same household, and children under 20 years of age of the Authorized Credit Card User.

**Carrier** - any undertaking entitled to provide paid services for the carriage of passengers and luggage on predetermined routes by land, water or air.

**Repatriation** – Transport of Your remains to the airport in Your home country if by plane, or to the morgue if by other means.

**Illness** - an unforeseeable illness that did not manifest itself before the start of the Trip, or an exacerbation of a chronic illness that requires emergency medical attention.

**Third person** – a person other than You or a Relative.

## MEDICAL EXPENSE INSURANCE

### 1. What is insured

If Your health deteriorates as a result of an Accident or Illness during the Trip, We will reimburse:

- medically justified expenses related to your emergency treatment Abroad;
- reasonable transport costs for:
  - Transporting You to and from the treatment facility to Your accommodation;
  - Your early return to Your Home country (if your health condition allows it);
  - Repatriation, as well as the purchase of a coffin for Repatriation;



**At the request of Relatives, cremation may be arranged Abroad where the Insured event occurred and the transportation of the urn to Your Home country.**

- The return of the children who went on the Trip with You to their Home country if You are unable to return from the Trip at the scheduled time because of an Accident or Illness;
- The cost of transport for one Relative to travel to You (return to the Relative's Home country) if You are unable to return from the Trip at the scheduled time and the Accident or Illness requires You to spend at least ten days in hospital;



We will not reimburse any transport costs described in Section 1 to/from Your or a Relative's Home country that exceeds the transport costs to/from the Republic of Latvia.

- the cost of extending Your Trip if You are unable to return from the Trip at the scheduled time.



If any of the expenses described in Section 1 exceed €1,000, We ask You or a Relative to please contact Us before You provide payment for these expenses. We will inform You how to proceed and provide information on what to do next.

## 2. What is not insured

We will not reimburse expenses incurred:

- for treatment Abroad if You had planned it before You started Your Trip;
- for any preventive tests, diagnostics or vaccinations;
- for pregnancy (from the 28th week of pregnancy) or childbirth, except in the case of an emergency following an Accident;
- due to illness or injury for which symptoms had already appeared before the Trip;
- for rehabilitation, cosmetic treatment, plastic surgery, psychotherapeutic treatment, psychiatric treatment, treatment with non-traditional methods of treatment, prosthetics, cardiovascular surgery, organ or tissue transplantation, prosthetics.

## ACCIDENT INSURANCE

### 3. What is insured

If an Accident occurs during the Trip as a result of a risk specified in Your insurance policy, We will pay compensation for:

- **Death** - in the amount of the Sum Insured to the heir in accordance with the laws and regulations, if the Insured's death has occurred as a result of an Accident not later than 1 (one) year after the date of the Accident;
- **Disability** - if, as a result of the Accident, You have been diagnosed with a Disability no later than 1 (one) year after the date of the Accident.

The Insurance Indemnity will be calculated by multiplying the Sum Insured for the Disability risk by the percentage of the degree of disability of the limitation of functional abilities determined by the State Commission of Physicians for Health and Work Capacity Examination, as set out in the table below:

Degree of disability	Percentage
Group I	100%
Group II	50%
Group III	25%

### 4. What is not insured

We will not pay the Insurance Indemnity if:

- The Accident is due to chronic, congenital, degenerative or other diseases, as well as congenital or acquired physical defects.

## CIVIL LIABILITY INSURANCE

### 5. What is insured

If You cause damage to a Third person's life, health or property during the Trip, We will indemnify You for the following types of damages and expenses:

- material damages related to the treatment or death of a Third person;
- the repair or mitigation of damage to Third person property;
- the loss of income that the Third person would have received if it had not suffered the damage;
- the legal costs previously agreed with Us in relation to the Third person claim against You.



**We will also indemnify You for the above losses in the event that You have inadvertently failed to observe the customs, laws, regulations or standards of behavior of the relevant country You are in.**

### 6. What is not insured

The following will not be considered as Insured events and We will not reimburse any loss or expense incurred:

- You, a Relative or other persons with whom You share a household;
- the legal person You represent, directly or indirectly;
- without establishing Your liability for damages under the relevant laws and regulations;
- using land or water vehicles (except non-motorized and electric land and water vehicles, which have a maximum possible speed, according to the manufacturer's specification, of up to 25 km/h);
- from a contractual or guarantee obligation;
- due to penalties, interest for late payment or claims arising from their application;
- due to infection, contagious disease, mental reaction, state of affect, mental injury/illness or other mental disorder or disturbance of consciousness, epileptic or apoplectic seizure, chronic neurological disorder with incoordination or due to muscular weakness;
- if no claim for loss or expense has been made against You or You have not notified Us within 3 years after the end of the period of insurance;
- as a result of any damage caused by hunting or shooting;
- damage, loss or destruction of any media or information, cash, jewelry, precious stones, precious metals, art, antiques.

## LUGGAGE AND PERSONAL ITEM INSURANCE

### 7. What is insured

If Your Luggage is **delayed** by more than four hours upon arrival at Your final destination, We will reimburse Your expenses for the purchase of essential goods for the Trip.

If during the Trip Your personal belongings are **damaged or lost** during transportation of the Luggage, or if they are stolen or lost, We will reimburse the cost of their repair or the purchase of equivalent new belongings (if the belongings cannot be repaired, or if they are lost or stolen).



**You must immediately notify the relevant Carrier of any damage to or loss of Luggage and provide Us with the relevant certificate from that Carrier.**

We will also reimburse the costs incurred by You during the Trip to renew Your only travel document, driving license, vehicle passport or payment card if damaged, lost or stolen during the Trip.



We will pay compensation for damage caused by theft, robbery or unlawful damage to personal belongings (including travel documents, driving license, vehicle passport or payment card), You only need to notify the police in accordance with the procedure laid down by law.

## 8. What is not insured

We will not reimburse expenses:

- for damage of Luggage with sharp objects, liquids, adhesives or dyes;
- for damage to or loss of any video, audio, photographic, computer and similar equipment, electrical appliances and accessories, jewelry (including watches), food and alcohol, precious metal, antiques, tobacco, bank notes, cheques, travel tickets, securities of any kind, vouchers (including theft or robbery);
- for minor cosmetic damage (surface damage, wear and tear, scratches, paint defects) which does not interfere with the continued functional use of the Luggage or possessions;
- if the police do not confirm, or You cannot provide justification (e.g. email, phone call records, etc.), that the theft, robbery or unlawful damage to personal property (including travel documents, driving license, vehicle passport or payment card) has been reported to them.

## TRIP CANCELLATION, INTERRUPTION AND DELAY INSURANCE

### 9. What is insured

We will reimburse Your expenses for:

- **Trip cancellation** – pre-paid Trip fees not reimbursed by Third persons (e.g. tour operator, airlines, etc.) if You do not go on the Trip:
  - Due to unexpected serious injury or unexpected acute illness to You, your Relative or travelers with You, the first symptoms of which appear after the conclusion of the insurance contract and require hospital treatment, provided that the insurance contract is concluded at least 3 (three) days before the scheduled start date of the Trip;
  - Due to the death of a relative or other co-travelers;
  - Due to Your travel documents being stolen or misplaced before the start date of the Trip and it is not possible to recover them within the required time limit;
  - Due to substantial damage to Your movable or immovable property (damage of more than EUR 5 000, Your presence is strictly necessary to repair the damage or because of an ongoing investigation).
- **Trip cancellation** - exchange or purchase of new tickets (including airport transfers to return You to Your Home country in economy class) if the Trip You started is interrupted:
  - Due to Your, a Relative's or other co-travelers' illness, serious injury or death during the Trip;
  - Due to theft or robbery of documents necessary for Your travel during the Trip, if it is not possible to recover them within the required time limit and the Trip cannot be continued as a result;
  - Due to damage to movable or immovable property belonging to You being done (damage of more than EUR 1 000, Your presence is strictly necessary to repair the damage or in connection with an ongoing investigation).
- **Being late for the Trip** - exchange of tickets or purchase of new tickets in economy class if You have missed Your arrival at the place of departure or at the place from which You plan to return to Your Home country because:
  - public transport is delayed due to bad weather, natural disasters, traffic accidents, vehicle technical faults;
  - the vehicle You would have used has been involved in a road traffic accident (registered in accordance with the laws and regulations) or due to a technical defect in the vehicle that did not exist
  - or of which You were not aware before the Trip, or due to a natural disaster (storm, flood, earthquake); You've been the victim of a crime.

- **Missed transit** - exchange of tickets or purchase of new tickets in economy class and accommodation costs for the intermediate part of the Trip (up to a maximum of two days and up to a maximum of €100) if You missed connecting to other public transport during the intermediate part of the Trip because:
  - The public transport You would have used is delayed (by at least 1 (one) hour) due to bad weather, natural disasters, road traffic accident, technical failure of the vehicle;
  - You've been the victim of a crime.

## DEDUCTIBLE INSURANCE FOR THE RENTAL VEHICLE

### 10. What is insured

We will reimburse Your expenses for the deductible (according to a separately concluded vehicle insurance contract) which is withheld from You by the short-term vehicle rental/lease company for sudden and unexpected physical damage caused to the vehicle You rent/rent during the Trip.

We will also reimburse the cost of replacing a stolen key for a rental/rental vehicle.

## DAMAGE TO SKI EQUIPMENT

### 11. What is insured

If You have an accident while skiing (including snowboarding) which results in personal injury, We will also pay for damage to Your skiing (including snowboarding) equipment.

All You need to do is provide Us with documents proving that You have been injured and needed medical attention, and We will need to know about the damage to Your equipment - You will need to send Us good quality photos from which We can objectively assess the damage, as well as detailed information about Your equipment (make, model, year of issue).

## INSURANCE INDEMNITY

### 12. Concluding the Contract and insurance protection

We and the Policyholder enter into an insurance contract which provides You with insurance protection while You are outside Your Home country for a maximum of 90 (ninety) consecutive days in any one Trip, provided that during that period You are an Authorized Credit Card User or a Relative.

### 13. Termination of the Contract

The Policyholder has the right to terminate the Insurance Contract at any time by giving Us and You prior notice. Irrespective of the reason for termination of the Insurance Contract, the Policyholder is obliged to ensure payment of the Premium for the period of Insurance until the date of termination of the Insurance Contract.

Upon termination of the Insurance Contract, unless otherwise provided by law or regulation, We will refund to the Policyholder the unused portion of the Premium in proportion to the remaining period of insurance.

## INSURANCE INDEMNITY

### 14. If an Insured Event occurs

Immediately report the accident to the competent authorities (the police in case of theft, robbery or traffic accident; the fire and rescue service in case of fire; the emergency services in case of explosion, etc.), take measures to prevent and minimize damage, ensure that the circumstances of the accident and the damaged objects are photographed or filmed, and contact Us as soon as possible.

We will advise You on how to proceed and agree on the next steps.

By concluding the insurance contract, You authorize Us to establish the circumstances of the Insured Event by requesting and obtaining all necessary documents and information.



**Give Us full details of the accident and the costs involved. Upon the occurrence of an event which may give rise to a civil liability claim:**

- send us a written request if You have received one;
- do not admit your fault in causing the damage without Our consent (except to a court or law enforcement authority);
- do not offer or promise any indemnity without Our consent.

#### 15. Reduction of the Insurance Indemnity

We have the right to reduce the amount of the Insurance Indemnity payable if:

- You or the Policyholder have received full or partial compensation from the person responsible for the damage (including the tour operator or the Carrier) or have been reimbursed by another person, including another insurance company;
- You or the Policyholder are entitled to an Indemnity for the same Insured Risk under other insurance contracts - We are entitled to pay an Indemnity in proportion to the ratio of the Sum Insured or limit of this contract to the Sum Insured under the other contracts;
- the Sum Insured for one or more risks occurring during the insurance period has reached the Sum Insured or the Limit of Indemnity for that risk.

#### 16. Exceptions

We have the right to refuse to pay the insurance indemnity if the insured event has occurred:

- as a result of Your or the Policyholder's willful misconduct, including malicious intent or gross negligence;
- as a result of You driving without a license in the relevant category, or You being banned from driving and this has a connection with the accident;
- as a result of pandemics and epidemics, except in the case of Covid-19 illness;
- infectious diseases for which preventive vaccination is recommended when staying in a certain region but You have not received it;
- when You train or take part in vehicle competitions or trials;
- You or the Policyholder have failed to report an insured event in time and therefore We cannot determine the exact amount of expenses or loss incurred;
- outside the Period of Insurance or Trip;
- You or the Policyholder have intentionally provided Us with false information or documents which materially affect the assessment of the insured risk or potential loss or have unlawfully increased the amount of the loss;
- You or the Policyholder have knowingly failed to comply with the obligations set out in the Terms and Conditions of the insurance policy.

#### 17. Decision

A decision on the payment of the Insurance Indemnity will be taken and sent to You no later than 5 (five) days from the date of receipt of all documents relevant for determining the causes, circumstances and consequences of the insured event and for calculating the amount of the Insurance Indemnity.

## DISPUTE AND COMPLAINT EXAMINATION PROCEDURE

All disputes, which arise or might arise between Us and the Policyholder, You or the Beneficiary, shall be settled through negotiation.

If it is not possible to settle a dispute through negotiation, You are entitled, for the purposes of protecting Your interests, to take Your dispute to the Consumer Rights Protection Centre of the Republic of Latvia ([www.ptac.gov.lv](http://www.ptac.gov.lv)), to the Ombudsman of the Association of Latvian Insurers ([www.laa.lv](http://www.laa.lv)) or court in accordance with the laws and regulations in force in the Republic of Latvia.

If You, or the beneficiary wish to make a complaint to Us, you may do so by:

- writing to the e-mail to address: [balcia@balcia.lv](mailto:balcia@balcia.lv) or using the Balcia website [www.balcia.lv](http://www.balcia.lv);
- calling (+371) 206 82 222;
- sending by mail or submitting a complaint to Balcia's central office, 63 K. Valdemāra iela Rīga, LV-1142, or any Balcia representative office.

More detailed information on how complaints are handled is publicly available on our website [www.balcia.lv](http://www.balcia.lv) under "Legal Stuff".

## OTHER TERMS

- Information about Our processing of personal data is contained in the Privacy Policy, which is publicly available on Our website [www.balcia.lv](http://www.balcia.lv).
- The Insurance Contract Law of the Republic of Latvia shall apply to rights and obligations not provided for in these terms and conditions or in the Insurance Contract and to the regulation of legal relations arising out of these terms and conditions and out of the insurance contract.
- We are bound by national and international sanctions, so if We receive information that any of the sanctions have been applied directly or indirectly to You, the Beneficiary or the Policyholder, We have the right to terminate the insurance contract unilaterally and immediately. If any payment may breach the sanctions, such payment may not be made while such sanctions are in force.
- In the event of any inconsistency between the Latvian language text of these terms and conditions and the translation of these terms and conditions into any foreign language, the Latvian language text of these terms and conditions shall prevail and be binding on the parties.
- Supervision of the insurance market in the Republic of Latvia is carried out by the Bank of Latvia (address: K.Valdemāra iela 2A, Rīga, LV-1050, website: [www.bank.lv](http://www.bank.lv), e-mail address: [info@bank.lv](mailto:info@bank.lv)).