Terms and conditions of purchase protection insurance

For Swedbank AS credit cards

The terms and conditions of purchase insurance help you understand the extent to which items purchased with your credit card are insured. Read the terms and conditions in order to be aware of your rights and obligations arising from the insurance contract.

Swedbank P&C Insurance AS purchase protection insurance for Swedbank AS credit cards supplements other insurance types. This means that if other insurance contracts are effective at the time of the occurrence of the insured event under which you are entitled to an indemnity, e.g. household or travel insurance, only the amount not covered by other insurance contracts is indemnified.

Swedbank P&C Insurance AS Purchase Protection Insurance Terms and Conditions 11 for Swedbank AS credit cards are valid from 25 May 2018.

This is a translation. In case of a dispute, the Estonian terms and conditions are valid.

Definitions
Policyholder means Swedbank AS, which has entered into an insurance contract for the benefit of the Insured Persons.
We or the Insurer means Swedbank P&C Insurance AS.
Credit card means the Fixed Payment, Revolving, Gold Revolving or Platinum Credit Card (except Visa Platinum charge credit card) issued by Swedbank AS.
Limit account means the account related to the credit card contract on which the credit limit can be used and onto which the credit limit can be repaid.
You that is the insured person means the credit card holder.
Person equated with you means legal or actual family members and other persons residing with you who use the insured item with your consent.
Insurance cover means our obligation to indemnify you for any loss you suffer in accordance with the terms and conditions of the insurance contract.
Durable goods means items meant for personal final consumption having a service life of no less than three years. The service life is established by the manufacturer. If the manufacturer has not determined the service life, we determine it on the basis of the purpose of use and material of the items.
Insurance indemnity means the amount of money to be paid out by us as compensation for the loss you suffer.
Insurable value means the reacquisition cost of the insured item, provided that it does not exceed the purchase price of the insured item paid by you.
Sum insured means the maximum insurance indemnity that will be paid by us.
Excess means the amount to be paid by you in the case of each insured event. The excess amounts to 30 euros. If several insured items are damaged or destroyed as a result of an insured event, single excess applies.

Insured item
Durable goods which are in your possession and for which you paid the merchant using a credit card or via a transfer from your limit account are insured. Items you have gifted on are insured in the event that they are in the possession of the primary beneficiary.

If you pay less than 100% of the cost of an item with your credit card, the insurance indemnity payable for the insured item is limited to the same extent.

The following are not insured:
- second-hand items, except sample products on display on the seller's premises;
- motor vehicles, including watercraft and aircraft, their engines, equipment, parts and accessories;
- items located in an unlocked vehicle;
- essential parts of a building or items attached to a building such as floor covers, ceramic tiles, air conditioners and heating elements;
- items left without supervision in a public place;
- items left without supervision on a construction site or in a building that is under construction;
- items reconstructed, repaired or reproduced as of the moment of making the purchase or thereafter;
- items purchased for resale or professional or business-related purposes;
- plants and animals;
- items for which the seller has not been paid in full;
- rented or leased items;
- contraband and illegally obtained or illegal items.

Start and end of insurance cover
The insurance cover starts from the moment of receiving the insured item from the seller and lasts for 180 days. If the moment of receipt of the item cannot be certified by documentary evidence, the insurance cover ceases when 180 days has passed since paying for the purchase. If the purchase was paid for in instalments, we take the date of payment of the first instalment into account.

Example: On 1 April you chose a bicycle in a shop and paid 50% of the price. On 1 May you received the bicycle from the seller and paid the outstanding price. On 10 October your bicycle was stolen. If you certify receiving the bicycle on 1 May (e.g. a receipt or the seller's confirmation), the 180-day period starts from 1 May, which means that the insurance cover was effective at the moment of the theft. If you cannot prove the receipt of the bicycle on 1 May, the calculation of the 180-day period starts from 1 April, which means that the insurance cover was no longer effective at the time of the theft.
Territory of insurance cover
The insurance cover is valid throughout the world.

Insured event
An insured event means any sudden, unforeseen event involving an insured item that happens against your will, as a result of which the insured item is damaged or destroyed or you lose possession thereof.

The following are not insured events:
- a fault that is subject to compensation under the warranty issued by the manufacturer or the seller;
- deterioration of the insured item or damage resulting from or the consequence of ordinary use (e.g. the loss of a golf or tennis ball);
- use of the insured item for a purpose other than that intended;
- use or maintenance of the insured item in conflict with the manufacturer's instructions;
- damaging the insured item in the course of processing it (incl. cutting, sawing and moulding);
- misrepresentation, fraudulent conduct or embezzlement by a third party if you handed the property over voluntarily;
- damage to or destruction of the insured item upon the committing of an unlawful act by the insured person;
- loss of the insured item if the circumstances of the loss (e.g. time, place and your activity at the time) cannot be determined;
- war or political armed conflict, terrorist act, uprising, riot, strike or lockout;
- imposition of an international sanction, expropriation of property;
- confiscation by a state or public authority or customs officer;
- radioactive contamination.

Sums insured
Insurance amounts are defined per insured item, per insured event and per year.

<table>
<thead>
<tr>
<th>Sum insured</th>
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<tbody>
<tr>
<td>Single insured item</td>
<td>€1,000</td>
</tr>
<tr>
<td>Single insured event</td>
<td>€2,000</td>
</tr>
<tr>
<td>Year</td>
<td>€4,000</td>
</tr>
</tbody>
</table>

A year involves a period covering the date of the occurrence of the insured event and the preceding 364 days.

Maximum insured sums of insured items
The insurance indemnity payable for the following items per insured event is limited to €400:
- computers, their parts and external devices;
- mobile phones;
- glasses, incl. sunglasses;
- watches;
• unique items, jewellery (incl. precious stones, precious metals and pearls);
• fur items.

Computer parts and external devices mean any and all computer parts and external devices that work only with a computer. They include processors, monitors, keyboards, mice, software and printers.

Example. A mobile phone, sunglasses and camera are stolen from a handbag. The total insurance indemnity for the mobile phone and the sunglasses is €400. For the camera we pay its insurable value, but no more than €1,000.

Insurance indemnity
Insurance indemnity means the amount of money to be paid out by us as compensation for the loss you suffer. The maximum insurance indemnity per insured event is the sum insured given in these conditions.

Means of indemnification
We have the right to choose the manner in which we indemnify your loss, but we will consider your needs when we make our choice.

Repairs. If repairing the item is financially viable, we will indemnify the justified cost of repairs.

Repurchasing. If the insured item cannot be repaired, we indemnify the insurable value of the insured item.

The following are not subject to indemnification:
• delivery and handling costs, incl. transportation costs and installation and other service fees;
• flaws and defects existing before the period of insurance cover commenced.

We have the right to reduce the insurance indemnity or to refuse to pay it out if:
• you or a person equated with you caused the damage intentionally;
• the loss resulted from gross negligence by you or a person equated with you.

What to do if an insured event occurs
Upon the occurrence of an insured event, notify the Swedbank P&C Insurance Loss Adjustment Department at the earliest opportunity (or ask someone else to do so for you, if necessary).

Claims Handling contact details
Telephone: 888 2111 (24 hours)
E-mail: kahjuabi@swedbank.ee

Claims can be submitted in the Internet Bank at www.swedbank.ee/kindlustus.

In an insured event a loss adjuster from Swedbank P&C Insurance will advise you on what to do next and give you an overview of subsequent steps.
Documents required to lodge a claim
We have to collect a range of data and specify the circumstances of the insured event in order to decide whether or not we can pay out the indemnity. Therefore we may ask you to provide the following:

• credit card payment receipt;
• the original receipt from the store;
• a photo of the damaged item and/or the estimated cost of repairing it;
• a police certificate regarding the theft, robbery or breaking of the item by third parties;
• verbal and written explanations.

Principles of indemnification
We do everything we can to make the indemnification process as quick and easy as possible. We inform you of our decision on indemnification as soon as possible, but no later than within 10 days of identifying the circumstances of the occurrence of damage and the extent of the damage and the receipt of all required documents concerning the insured event.

In the event of a dispute regarding our indemnification obligation or the scope of the obligation, we can agree in writing to name an expert for expert assessment. The party who proposes naming the expert shall cover the expert assessment costs unless agreed otherwise in writing.

If we delay in making the insurance indemnity payment we are obliged to pay you a fine for delay. The rate of the fine is in accordance with the rate set out in the Law of Obligations Act.

Limitation of claims
The limitation period of insurance contract claims is three years. This period begins from the end of the calendar year in which the claim becomes collectable.

Transfer of ownership
Upon the total indemnification of an insured item we may demand that the title to the damaged item be transferred to us. The insured item must also be handed over to us if you regain possession of it after we have indemnified it. If you do not wish to hand the insured item over to us you will have to return the paid insurance indemnity immediately.

Processing of personal data
Upon processing your personal data, we will follow the principles of processing personal data which are available on the website www.swedbank.ee under “Bank Conditions” or in any Swedbank AS branch.

If you are not satisfied
Please let us know if you are not satisfied with the service provided by Swedbank P&C Insurance AS. We hope that we will be able to find a solution that satisfies both parties. If you disagree with our decision or would like additional explanations, you have the right to apply for a revision of the
decision. Send us your written request explaining your position about the decision we made. We will respond within 10 days of submission of the application.

You have the right to turn to extrajudicial bodies (e.g. a conciliation body of the Estonian Insurance Association or the Consumer Protection Board) with complaints concerning our activities. We will be happy to help you if you need more data in order to draft your complaint. You can also go to court to dispute a decision we have made about indemnifying your loss.

More information on the procedure for resolving disputes presented to us and dispute-resolving bodies can be found under ‘Procedure for processing customer complaints’ on the Swedbank website at www.swedbank.ee/tingimused.

The Financial Supervision Authority (postal address: Sakala 4, Tallinn 15030) exercises supervision over Swedbank’s activities.