Purchase protection plan for items purchased by American Express® Blue credit card issued by Swedbank AS
The conditions of the Purchase Protection Plan help you to understand the extent to which items purchased with your card are insured. Read the conditions in order to be aware of the rights and obligations arising from the insurance contract.

The conditions of the Purchase Protection Plan of Swedbank P&C Insurance AS determine the scope of the insurance cover of the Purchase Protection Plan. The general principles of insurance contracts have been set out in the General Conditions of Swedbank P&C Insurance AS. The general principles of insurance contracts are applied with these Purchase Protection Plan terms and conditions.

The Purchase Protection Plan of Swedbank P&C Insurance AS regarding items purchased by an American Express Blue credit card issued by Swedbank AS supplements other types of insurance. 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.

The conditions of the Purchase Protection Plan of Swedbank P&C Insurance AS for items purchased by American Express Blue credit card are effective as of 1 January 2011. This is a translation. In case of 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 American Express Blue credit card issued by Swedbank AS.

Insured person (or you) means the credit card holder.

Person equalised with you means legal or actual family members and other persons residing with you who use the insured item upon your consent.

Insurance cover means our obligation to indemnify to you for the loss you have suffered in accordance with the terms and conditions given in 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 has been established by the producer. If the producer has not determined the service life, we determine the service life on the basis of the purpose of use and the material of the items.

Insurance indemnity means the amount of money to be paid out by us as compensation for the loss you have suffered.

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 to be paid by us.

Excess means an amount of money to be paid by you in the case of each insured event.

Insured item

Durable goods which have been purchased with your credit card and are in your possession are insured. Items presented by you to someone else are insured if they are in the possession of the initial recipient of the present.

If you have paid for the item to an extent less than 100%, the insurance indemnity payable for the insured item is limited to the extent of the same proportion.

The following is not insured and not subject to the insurance cover:

- second-hand items, except sample products at display at the seller;
- motor vehicles, watercraft and aircraft, their engines, equipment, parts and accessories;
- items located in an unlocked vehicle;
- essential parts of the building or items attached to the building such as floor covers, ceramic tiles, airconditioners, heating elements;
- items left without supervision in a public place;
- Items left without supervision at a construction site or in a building that is under construction;
- rare stamps or coins;
- antiques and rare collections;
- works of art;
- items reconstructed, repaired or reproduced as of the moment of making the purchase or thereafter;
- equipment relating to business;
- items purchased for resale, professional or business-related purpose;
- items for which the seller has not been paid for in full;
- rented or leased items;
- contraband items.

Start and end of insurance cover

The insurance cover starts from the moment of receiving the insured item from the seller and last for the next 90 days.
If the moment of receipt of the item cannot be certified by documentary evidence, the insurance cover ceases if 90 days have passed from 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 April 1 you selected a bicycle in a shop and paid 50% of the price. On May 1 you received the bicycle from the seller and paid the rest of the price. On July 10 your bicycle was stolen. If you certify the receipt of the bicycle on May 1 (e.g. a deed of receipt, the seller’s confirmation), the 90-day period starts from May 1, which means that the insurance cover was effective at the moment of the theft. If you cannot prove the receipt of the bicycle on May 1, the calculation of the 90-day period starts from April 1, which means that the insurance cover was no longer effective at the moment 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 happening to the insured item against your will as a result of which event the insured item is damaged or destroyed or you lose possession thereof.

The following events are not insured events:
- malfunction that is subject to compensation under the guarantee given by the producer or the seller;
- deterioration of the insured item or damage resulting from or consequence of ordinary use (e.g. the loss of a golf or tennis ball);
- usage of the insured item for a purpose other than the intended purpose;
- usage or maintenance of the insured item in conflict with the producer’s instructions;
- damaging the insured item in the course of processing it (incl. cutting, sawing and forming);
- misrepresentation, fraudulent conduct or embezzlement by a third party if you handed the property over voluntarily;
- damage or destruction of the insured item upon commitment of an unlawful act by the insured person;
- loss of the insured item if the circumstances of the loss (e.g. time, place, your activity at the time) cannot be identified;
- war or political armed conflict, terrorist act, uprising, riot, strike, 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 for one insured item, one insured event and one year.

<table>
<thead>
<tr>
<th>Sums insured</th>
<th>Insurance amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single insured item</td>
<td>1,000 euros</td>
</tr>
<tr>
<td>Single insured event</td>
<td>2,000 euros</td>
</tr>
<tr>
<td>Year</td>
<td>4,000 euros</td>
</tr>
</tbody>
</table>

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

**Limitations to sums insured of insured items**
The insurance indemnity payable for the following items per single insured event is limited to **400 euros**:
- computers, their parts and external devices;
- mobile telephones;
- 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 which work only with a computer. They include the processor, monitor, keyboard, mouse, software and printer.

**Example:** A mobile phone, sunglasses and camera are stolen from a handbag. The total insurance indemnity for the mobile phone is 400 euros. For the camera we pay its insurable value, but not more than 1,000 euros.

**What to do in the case of an insured event**
Upon occurrence of an insured event notify our Loss Adjustment Department:
Claims Handling Helpline 888 2111 (24 h)
kahjuabi@swedbank.ee
www.swedbank.ee
In the case of an insured event the loss adjuster of Swedbank P&C Insurance AS advises you on what to do next and gives you an overview of the following steps. We have to collect different 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 have to ask the following from you:
- the American Express card payment receipt;
- the original receipt of the shop;
- a photo of the damaged item and/or the estimated cost of repairing it;
- the certificate of the police regarding the theft, robbery or breaking of the item by third parties.

**Indemnification principles**

We do everything we can to make the indemnification process quick and easy. We inform you of our decision on indemnification of damage as soon as possible, but not later than within 10 days as of identification of the circumstances of occurrence of the damage and the extent of the damage and the receipt of all required documents concerning the insured event.

**Exception:** If the amount of loss or our indemnification obligation have not been fully ascertained, we will indemnify for the part of loss the occurrence and amount of which have been proven. If criminal or civil procedure has been initiated in relation to the insured event and such procedure is important in respect of indemnifying for the loss, we have the right to postpone making the decision on indemnification for the loss until the suspension or termination of the relevant procedure.

**Excess amount**

In the case of each insured event an excess of 30 euros per insured event is borne by you. If several insured items were damaged or destroyed as a result of an insured event, a single excess is applied.

**Insurance indemnity**

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

**Reduction of the insurance indemnity or refusal to pay it**

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

**Manners of indemnification**

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

**Repairs.** If repairing the item is economically practical, we will indemnify the justified cost of repairs.

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

**The following is not subject to indemnification:**
- delivery and handling costs, incl. transportation costs and installation and other service fees;
- Injuries and defects existing before commencement of the insurance cover.

**Transfer of title**

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

**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 the Consumer Protection Board with complaints concerning our activities. We will be happy to help you if you need more data to write your complaint. You can also go to court to dispute the decision we have made about indemnifying for your loss.
The service provider is Swedbank P&C Insurance AS. Read the insurance conditions and when necessary, consult an insurance specialist.

Additional information from the customer services helpline 1513 and from the internet address www.swedbank.ee