Please take time to read this booklet as it contains important information.

To be covered you and any insured persons need to be:

- under 70 when your trip starts
- a UK* resident
- For medical claims you must be registered with a doctor in the UK*
- Children must be under 18 years of age (under 23 years of age if in full time education and living at home outside of term time).
- Grandchildren are eligible if they are under 18 years of age (under 23 years of age if in full time education)

*definition of UK includes Channel Islands and Isle of Man

To help you understand what you are covered for at a glance – we’ve highlighted some common questions such as:

- do I need to tell you that I’m travelling?
- do you need to know about any medical conditions?
- what is the maximum trip length?
- are holidays in the UK covered?
- are business trips and winter sports covered?
- can my partner travel independently?
- how do I make a claim?

Further details are on page 2.
Welcome to your HSBC Premier Travel Insurance

Please take time to read this booklet as it contains important information. If you have a question and cannot find the answer either below or in the policy wording, please contact Customer Services.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do I need to tell you that I am travelling?</td>
<td>No. As long as you have told us about any relevant pre-existing medical conditions you do not need to register with us or tell us that you are travelling.</td>
</tr>
<tr>
<td>Do you need to know about any medical conditions?</td>
<td>Yes. If you, or any insured person have a medical condition(s), you should check to see if the condition(s) is covered automatically on the “Accepted conditions” list. If the condition is not listed and if in the 12 months prior to booking a trip you have been prescribed medication, have received or are awaiting medical treatment, tests or investigations, been referred to a specialist or admitted to hospital, then you should call us before booking trips. Undiagnosed symptoms are not covered. Please see the ‘Your Health’ section on page 20 for full details of when and what you must declare.</td>
</tr>
<tr>
<td>What is the policy excess?</td>
<td>Where a policy excess applies it is £50 per person, per trip.</td>
</tr>
<tr>
<td>What is the maximum trip length?</td>
<td>Trips should be no longer than 31 days and must start and end in the UK, Channel Islands or Isle of Man. However when booking your trip you may be able to purchase an upgrade to increase the trip length to a maximum duration of 120 days.</td>
</tr>
<tr>
<td>Can my partner travel independently?</td>
<td>Yes, partners who are not named account holders can travel without the account holder at any time provided they are eligible and the account holder is aged under 70.</td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Are holidays in the UK covered?</td>
<td>Yes. Holidays in the UK, Channel Islands or Isle of Man need to involve a stay of at least two consecutive nights in pre-booked holiday accommodation. Please see our definition of pre-booked holiday accommodation on page 12.</td>
</tr>
<tr>
<td>Are winter sports holidays covered?</td>
<td>Yes. Winter sports holidays are covered for up to a maximum of 31 days in any calendar year. Please see the full details of what is covered on page 36.</td>
</tr>
<tr>
<td>Are business trips covered?</td>
<td>We will provide cover if you travel outside the UK to carry out office-based clerical or administrative duties, you are covered for up to a maximum of 31 days in any calendar year. We do not cover any other type of business travel, even if you have some leisure time during your trip.</td>
</tr>
</tbody>
</table>
| Can I claim for cancellation of my trip if I have a problem with my travel documents, e.g. my passport is out of date/not arrived in time or my visa is invalid? | No. There is no cover under this policy for problems with your travel documents before you leave. If your passport is lost or stolen or damaged while you are abroad there is cover in this situation. Please see the Emergency Travel Document section on page 33.  
  
  Before you book a trip, check the entry requirements of the country you intend to visit with the local government embassy and/or the Foreign and Commonwealth Office website [gov.uk/foreign-travel-advice](http://gov.uk/foreign-travel-advice). |
| How do I make a claim?                                                  | To make a claim please call the relevant number on page 4 and refer to the information on page 7.                                                                                                   |
Travel Insurance Helplines

**Medical Risk Assessment**  
Please refer to the ‘Your Health’ section on page 20 to find out if you need to tell us about medical condition(s).  
Within the UK 0800 051 7457  
Lines open: 8am – 9pm every day except Christmas Day, Boxing Day and New Year’s Day.

**24-hour Medical Emergency Assistance**  
If you are injured or fall ill while you are away, please contact this helpline.  
Within the UK 0800 051 7458  
Outside the UK +44 1603 605 135  
All lines open: 24 hours, 365 days a year.

**Customer Services**  
Use this number for all general policy enquiries.  
Policy documentation is available in large print, audio and Braille. If you require any of these formats please contact HSBC.  
03457 70 70 70  
Textphone 03457 125 563  
Lines open: 24 hours, 365 days a year.

**Travel Claims**  
Use this number to report any travel claims, which are not as a result of a medical emergency.  
Within the UK 0800 051 7459  
Outside the UK +44 1603 604 910  
Lines open: 24 hours, 365 days a year.

**Legal Expenses Claims and Advice**  
Use this number to report any legal expenses claims or if you require advice for any personal legal problem that may lead to a claim under this policy.  
Within the UK 01603 208 533  
Outside the UK +44 1603 208 533  
Lines open: 24 hours, 365 days a year.

**Travel Assistant**  
This helpline can assist you with a wide range of travel advice before and while you are away. Please do not call this number for policy queries or claims.  
Within the UK 0800 051 7461  
Outside the UK +44 1603 605 155  
Lines open: 24 hours, 365 days a year.

**Policy Upgrades**  
Additional cover may be available to extend your trip duration.  
0800 328 1562  
Lines open: Mon to Fri (9am to 5pm).

**Telephone call charges and recording**  
Calls to 0800 numbers are free from UK landlines and mobiles.  
The cost of calls to 01, 02 and 03 prefixed numbers are charged at national call rates (charges may vary dependent on your network provider) and are usually included in inclusive minute plans from landlines and mobiles.  
For our joint protection, telephone calls may be recorded and/or monitored.
Travel Assistant Helpline

This service can help you sort out all kinds of travel problems before you go and while you are away, from providing information on the countries you are visiting to sorting out non-medical emergencies.

Advice before you travel
- any visa and entry permits you might need;
- any necessary vaccination and inoculation requirements, and where you can get them;
- what you should take with you regarding first aid and health;
- what currencies and travellers’ cheques to take with you, and what the current exchange rates are;
- the languages spoken, time zones, bank holidays and climate of countries you plan to visit;
- import and export allowances for tourists.

While travelling
- how to replace lost or stolen passports, driving licences, air tickets or other travel documents;
- how to trace your baggage with the airline operator if it is delayed or lost;
- why, how, where and when you should contact local embassies or consulates;
- how to transfer money out to you if you need it;
- cancellation of credit cards, if lost or stolen, and helping you to report the loss to your card provider;
- provide information to close relatives, friends or employers if you have to go into hospital.

Other emergency services while travelling
- a ‘phone home’, translation and interpretation service if you need it in an emergency.

Please note there is no charge for the provision of the advice, guidance or other emergency service shown above. However, if you wish us to obtain goods or services on your behalf that are not covered by a claim under this policy, you will need to pay any fees that the provider charges and you will need to adhere to the provider’s terms and conditions.
Foreign and Commonwealth Office (FCO) – Travel advice by country

We are working with the FCO to help British travellers stay safe overseas. Before you travel abroad, check out the FCO website gov.uk/foreign-travel-advice.

It is packed with essential travel advice and tips, plus up to date information about different countries.

Air and maritime passenger rights

For the latest advice and further details on your rights please visit the following websites:

caa.co.uk and search for ‘travel problems’

dft.gov.uk and search for ‘maritime passenger rights’.

You should also refer to the terms and conditions of the carrier you are travelling with.

Please note we are not responsible for the content of other websites.
Your Claim

If you need to make a claim please telephone the number shown on page 4 immediately. Only a selection of claims scenarios are shown below. Please refer to the relevant section within this policy booklet for full details of cover and any evidence we may require.

<table>
<thead>
<tr>
<th>Type of claim</th>
<th>What must I do?</th>
<th>What will I need?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancelling your trip or coming home early</td>
<td>✷ Check that the reason you need to cancel or come home early is covered.</td>
<td>✷ For medical claims, we will send a medical certificate for completion by the patient’s doctor to confirm the reason for your claim.</td>
</tr>
<tr>
<td>See page 23.</td>
<td>✷ Contact the Medical Emergency Helpline before returning home.</td>
<td>✷ Evidence of your booking and the cancellation.</td>
</tr>
<tr>
<td>Missed Departure</td>
<td>✷ Do all you can to get to your departure point on time.</td>
<td>✷ A repair or assistance report if the vehicle you were travelling in broke down or was involved in an accident.</td>
</tr>
<tr>
<td>See page 26.</td>
<td></td>
<td>✷ Written confirmation from the airline/carrier of the actual date and time of departure and the reason for the delay.</td>
</tr>
<tr>
<td>Delayed Departure</td>
<td>✷ Check that your delay was over 12 hours before submitting a claim.</td>
<td></td>
</tr>
<tr>
<td>After check in</td>
<td></td>
<td>✷ All medical reports given to you by the treating facility.</td>
</tr>
<tr>
<td>See page 26.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical emergency</td>
<td>✷ Contact the Medical Emergency Helpline before any hospital admission or as soon as possible thereafter.</td>
<td></td>
</tr>
<tr>
<td>See page 27.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enforced Stay Abroad</td>
<td>✷ Contact your airline/carrier and they will advise if you should travel to the airport/ port to check in at your specified time.</td>
<td>✷ Written confirmation from the airline/carrier of the actual date and time of your return to the UK.</td>
</tr>
<tr>
<td>See page 27.</td>
<td></td>
<td>✷ Documentary evidence of costs incurred if you make your own way home.</td>
</tr>
<tr>
<td>Legal Expenses</td>
<td>✷ Contact the Legal Expenses Claims and Advice Helpline as soon as you are aware of the incident.</td>
<td>✷ We will tell you when you call if we need anything else to deal with your claim.</td>
</tr>
<tr>
<td>See page 31.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Travel Document</td>
<td>✷ Report incident to the police as soon as reasonably possible.</td>
<td>✷ All receipts for any costs incurred.</td>
</tr>
<tr>
<td>See page 33.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Type of claim</td>
<td>What must I do?</td>
<td>What will I need?</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Baggage and Personal Money</strong></td>
<td>✦ Take all reasonable steps to recover lost/stolen property.</td>
<td>✦ A ‘Property Irregularity Report’ from the airline/carrier and your baggage tag receipts.</td>
</tr>
<tr>
<td><strong>See page 33.</strong></td>
<td>✦ Report incident details to the police as soon as reasonably possible.</td>
<td>✦ Proof of purchase of the lost, stolen or damaged item.</td>
</tr>
<tr>
<td></td>
<td>✦ Report the loss/damage to the airline/carrier within the timescales stated within their terms and conditions.</td>
<td>✦ Proof that you owned the money and its value.</td>
</tr>
<tr>
<td></td>
<td>✦ Do not dispose of damaged items.</td>
<td>✦ A written report from the police or any other relevant authority.</td>
</tr>
<tr>
<td><strong>Delayed Baggage</strong></td>
<td>✦ Report the loss/damage to the airline/carrier within the timescales stated within their terms and conditions.</td>
<td>✦ Written confirmation from the airline/carrier of the number of hours delay.</td>
</tr>
<tr>
<td><strong>See page 33.</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Guide to your HSBC Premier Travel Insurance Policy

Section 1 – Important Information 10
Important Information about this policy 10

Section 2 – Policy Wording 11
Definitions 11
Helpful and important information about your insurance 13
General Exclusions 16
General Conditions 18

Your health 20
“Accepted medical conditions” list 21

On your trip 23
Cancelling or coming home early 23
Travel disruption 26
Emergency medical and associated expenses 27
Accidental death and permanent disability 30
Legal expenses and advice 31
Personal liability 32

Your possessions 33
Catastrophe cover 36
Winter sports 36

Your Activities 38

Complaints Procedure 39
Compensation 40

Further information about your policy 40
Privacy Overviews 41
Section 1 – Important Information

How long does my HSBC Premier Travel Insurance run for?
All cover under this policy will cease automatically if:

1. the account holder:
   - Closes the HSBC Premier bank account.
   - Reaches 70 years of age (on joint accounts cover continues for the other eligible account holders until they reach age 70).
   - Is no longer a UK, Channel Islands or Isle of Man resident.
   - Is believed to be or reasonably suspected by us to be acting fraudulently

2. HSBC:
   - Cancels the HSBC Premier account under one of the reasons set out in the HSBC Premier bank account terms and conditions.

Eligibility
As your circumstances may change over time, it is important that you review the terms and conditions of your Travel Insurance regularly to check you remain eligible and that the cover remains adequate for your needs.

Meeting your needs
This policy has been designed to meet the needs of people who wish to protect against costs that could arise in the course of their travels. It covers such things as coming home early, emergency medical treatment, personal liability, legal expenses and the theft of your money.

Your cancellation rights
You have a statutory 14 day period in which to close your HSBC Premier bank account. This period begins on the date you successfully opened your HSBC Premier bank account or when you receive your Travel Insurance policy document, whichever is later. To exercise your right to cancel this travel insurance at any time the HSBC Premier bank account must be closed. If it is not closed the Travel Insurance will remain active until the first of the termination events shown above occur.

To exercise your right to cancel, please contact HSBC or your HSBC Premier Relationship Manager.

How do I make a claim?
Should you need to make a claim under this policy, please contact the appropriate helpline shown on page 4.

How do I make a complaint?
We hope you will be happy with the service that we provide. However, if for any reason you are unhappy with it, we would like to hear from you.

If you are unhappy with any aspect of the handling of your claim please contact

- The Travel Claims Helpline number shown at the front of this booklet; or
- The HSBC Claims Department, Aviva Insurance Limited, PO Box 432, Chichester PO19 1QA.

If your complaint is regarding anything else please contact:

- The Customer Services Helpline number shown at the front of this booklet.
Both HSBC and Aviva are covered by the Financial Ombudsman Service, you can find their full details on page 40.

If you have complained to us and we have been unable to resolve your complaint, you may refer it to this independent body. Following the complaints procedure does not affect your right to take legal action.

**Explaining HSBC’s Service**

Your travel insurance policy is provided and underwritten by Aviva Insurance Limited. As an insurance intermediary HSBC UK Bank plc deals exclusively with Aviva for the purposes of your policy. HSBC UK Bank plc are authorised by the Prudential Regulatory Authority and regulated by the Financial Conduct Authority and the Prudential Regulatory Authority as an insurance intermediary and has been appointed by the insurer Aviva to provide insurance products, sell these to you and service your insurance needs. You will not receive advice or recommendation from HSBC UK Bank plc on this arrangement and no fee has been charged by HSBC UK Bank plc for arranging this contract. HSBC UK Bank plc may receive commission dependent on the performance of our insurance business with Aviva.

**Would I receive compensation if HSBC were unable to meet their liabilities?**

HSBC is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from this scheme if we cannot meet our obligations, depending on the type of insurance and the circumstances of your claim. Further information about the FSCS arrangements is available from them on 0800 678 1100, or by visiting their website fscs.org.uk, or write to:

Financial Services Compensation Scheme
10th Floor
Beaufort House
15 St Botolph Street
London
EC3A 7QU.

**Section 2 – Policy Wording**

**Definitions**

Wherever the following words or phrases appear in bold, they will have the following meanings:

**account holder**

Any person named as an account holder on the HSBC Premier Bank Account who is under 70 years of age at the start date of the trip.

**close business colleague**

Someone you work with in the UK who has to be in work in order for you to be able to go on or continue a trip. A senior manager or director of the business must confirm this in the event of a claim.

**close relative**


**doctor**

A registered member of the medical profession who is not related to you or anyone you are travelling with.
excess
The amount that you will have to pay towards each claim per insured person, per trip.

home
Your home address in the UK.

home territory
1. England, Scotland, Wales, Northern Ireland, Jersey and Isle of Man if your home is located in any of these areas;
2. Guernsey, Alderney, Sark, Herm, Jethou, Brecqhou and Lihou if your home is located on any of these islands.

office-based business travel
Travel outside the UK if the reason for your trip is to carry out wholly office-based clerical or administrative duties only, which do not involve you dealing with members of the public.

Office-based business travel is limited to 31 days in any calendar year.

partner
The person that the account holder lives with at home in a domestic relationship, whether married or co-habiting (as if husband and wife or civil partnership), regardless of gender, who is under 70 years of age at the start date of the trip.

period of insurance
Each trip you make, whilst the HSBC Premier account is in force, will be treated as a separate period of insurance; individually subject to all policy terms, conditions, declarations and exclusions. Cover for each individual trip applies as follows:

1. Cover for cancelling your trip begins from the date of opening your HSBC Premier account, or the date of booking each trip (whichever is later) and ends when you leave your home to start your trip;
2. Cover under all other sections starts when you leave your home and ends when you return home (or are repatriated to a hospital in the UK), providing you do not exceed the trip limit.

personal money
Cash (including foreign currency), travellers’ cheques, non-refundable pre-paid event and entertainment tickets, travel tickets, passports, visas and driving licences.

point of international departure
The airport, port or station from which you will undertake international travel from or to the UK. If your home is in Northern Ireland, you are also covered for international travel from or to the Republic of Ireland.

pre-booked holiday accommodation
A commercially run premises where a fee is charged which has been booked prior to the start of your trip, including a pre-booked tent or caravan pitch but not including residential properties belonging to friends or family.

travelling companion
A person you travel with, without whom you cannot make or continue your trip.

this policy
The HSBC Premier Worldwide Travel Insurance.
trip(s)
Journeys beginning and ending in the UK that last no more than 31 days that are either:

1. Holidays outside the UK; or

2. Office-based business travel outside the UK; or

3. Holidays within the UK, that include two or more consecutive nights stay in pre-booked holiday accommodation.

UK
England, Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man.

UK resident
An insured person who has their permanent home in the UK.

valuables
Jewellery, costume jewellery, watches, items made of or containing gold, silver, precious metal or precious stones, binoculars, hand held games consoles and equipment, mobile phones, photographic equipment, video cameras, e-readers, laptops and tablets, or any accessories which are designed to be used with these items.

we, us our, insurer
Aviva Insurance Limited. Registered in Scotland, no. 2116. Registered office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.

winter sports equipment
Skiis, snowboards, boots, helmets, bindings or poles.

you, your(s), yourself, insured person
The account holder, his/her partner and their dependent children, step children, foster children who at the start of the trip are under 18 years of age (under 23 if still in full time education and living at home outside term time) and grandchildren under 18 years of age (under 23 years of age if still in full time education).

Helpful and Important Information about this policy
This policy is included with your HSBC Premier Bank Account. Please read this booklet carefully, keep it in a safe place and take it with you when you travel. It gives you full details of what is covered, what is not covered and the limits, excesses and conditions of cover. It is the account holder’s responsibility to ensure that all insured persons are aware of their responsibility and comply with all of the policy conditions. If you do not comply, we may refuse your claim or reduce your cover in the event of a claim.

In respect of each trip taken during the period of insurance, we will provide the cover set out in this policy document provided:

1. you are an account holder;

2. you are a UK resident;

3. in order to make any emergency medical claims or claims for cancellation or coming home early due to medical emergencies, you are registered with a doctor in the UK;
4. the **trip** begins after the date the HSBC Premier bank account was opened;

5. **you** have booked **your** return journey before leaving the UK, or if **you** have an open ticket, **you** have confirmed **your** return date with the airline.

**Children**

Dependent children who at the start of the **trip** are under 18 years of age (under 23 years of age if still in full time education and living at **home** outside of term time) are only covered when:

1. travelling with the **account holder** or his/her **partner**, or

2. travelling with **close relatives** who are over 23 years of age, or

3. travelling independently on a school/college trip with teachers/lecturers, or

4. travelling abroad on their own to stay with **close relatives** who permanently live abroad, for the duration of the **trip**.

**Grandchildren**

Grandchildren who at the start of the **trip** are under 18 years of age (under 23 years of age if still in full time education) are only covered when travelling with the **account holder** or his/her **partner**.

**Automatic cover**

**This policy** automatically applies for each **trip**, this means **you** do not have to contact us every time **you** book a **trip**, unless **you** need to tell the Medical Risk Assessment Helpline about any change to a previously disclosed medical condition or the diagnosis of a new condition. Please also read ‘**Information and changes we need to know about**’ below.

**Information and changes we need to know about**

**You** must take reasonable care to provide complete and accurate answers to the questions we ask **you**. For example before **you** book a **trip** or travel, **you** may need to tell the Medical Risk Assessment Helpline about medical conditions not shown on the “Accepted conditions” list. After **your** HSBC Premier account is opened, **you** must make sure that **you** tell the Medical Risk Assessment Helpline if there are any changes in health. Please see the ‘Your Health’ section for full details of what **you** need to declare.

**You** also need to tell HSBC if **you** move address – if this means that **you** are no longer a **UK resident** then all cover under **this policy** will end.

When **we** are notified of a change, **we** will tell **you** if it affects **this policy**, for example whether **we** are able to accept the change and if so, whether the change will result in revised terms. If the information provided by **you** is not complete and accurate **we** may:

1. revise or amend the medical underwriting decision(s) for any declared pre-existing condition(s), which may result in the accepted condition being excluded; or

2. refuse to pay any claim; or

3. not pay any claim in full.

If **you** are in any doubt about Information or Changes **we** need to know about, please contact **us**.
Amendments to your cover
You may be able to upgrade from the standard cover for an extended trip duration of up to 120 days. To check if this is possible please call the Upgrade Helpline number shown on page 3 before you travel for further information and a quotation.

Automatic extension of cover
If you cannot get back home before your cover ends, this policy will remain in force as follows:

1. up to 14 days if any vehicle you are travelling in breaks down, or any vehicle, vessel, train or aircraft in which you are booked to travel as a ticket holding passenger is delayed or cancelled; or

2. for as long as medically necessary where you are claiming for emergency medical treatment under this policy.

Automatic termination of cover
All cover under this policy will cease automatically if:

1. the account holder:
   - closes the HSBC Premier bank account;
   - reaches 70 years of age (on joint accounts cover continues for other eligible account holders and other insured persons until all account holders reach 70 years of age);
   - is no longer a UK resident;
   - is believed to be or reasonably suspected by us to be acting fraudulently.

2. HSBC cancels the HSBC Premier account under one of the reasons set-out in the HSBC Premier account terms and conditions.

If an insured person is on a trip at the time an automatic termination event occurs, all cover will cease when the trip ends.

Your cancellation rights
This policy will remain in force subject to the automatic termination of cover section above.

You have a statutory 14 day period in which to cancel this policy. This period begins on the date you opened your HSBC Premier account or when you receive your policy document, whichever is later. To cancel this policy at any time the HSBC Premier account must be closed. If it is not closed, this policy will remain in force until any of the automatic termination events shown above occurs, or this policy is cancelled in accordance with the rights shown in the General Conditions section of the policy wording.

To exercise your right to cancel, please contact HSBC or your HSBC Premier Relationship Manager.

Use of language
Unless otherwise agreed, the contractual terms and conditions and other information relating to this policy will be in English.

Choice of law
The law of England and Wales will apply to this policy unless:

1. You and the insurer agree otherwise; or

2. At the date of the contract the account holder is a resident of Scotland, Northern Ireland, Channel Islands or the Isle of Man in which case (in the absence of agreement to the contrary) the law of that country will apply.
General Exclusions and Conditions  
(These apply to the whole of your policy)

This policy does not cover the following:

1. Any consequence whatsoever which is the direct or indirect result of any of the following, or anything connected with any of the following, whether or not such consequence has been contributed to by any other cause or event:

(a) War, invasion, act of foreign enemy, hostilities or a warlike operation or operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power.

(b) Any action taken in controlling, preventing, suppressing or in any way relating to (a) above.

2. Claims directly or indirectly caused by:

(a) Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel; or

(b) The radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or part of an assembly; or

(c) Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.

3. Any claim for your death, injury, illness or disability resulting from:

(a) Your suicide or attempted suicide; or

(b) Your misuse of alcohol or drugs or your consumption of alcohol or drugs (other than drugs taken under medical supervision and not for treating alcohol or drug addiction) to an extent which causes immediate or long-term physical or mental impairment, including impairment to your judgement causing you to take action you would not normally have taken; or

(c) Any exacerbation of an accepted medical condition caused by your misuse of alcohol or drugs.

4. Any claim where during the trip, you deliberately put yourself at risk of death, injury, illness or disability (unless your life is in danger or you were trying to save human life).

5. Any loss that is not specifically described in the stated terms and conditions, e.g. we will not pay for loss of earning if you are unable to return to work due to illness or injury during your trip, or any payment which you would normally have made during your travels.

6. Any incident which happens after the trip duration limit has been reached.

7. Any claim for an incident which happens during a trip that results from:

(a) you riding or being carried as a passenger on a scooter, moped or motorcycle:

(i) 125cc or under, unless you wear a crash helmet and, as a rider, you are fully licensed to use such a vehicle in the UK;
8. Any claim resulting from a tropical disease where you have not had the recommended inoculations and/or taken the recommended medication.

9. Any claim for:
   
   (a) management fees, maintenance costs or exchange fees, unused travel or accommodation arranged by using air miles, loyalty or points based schemes, timeshares or similar promotions;
   
   (b) costs where these are recoverable from your travel or accommodation provider;
   
   (c) costs you have paid on behalf of persons not insured under this policy;
   
   (d) administration costs charged by your travel and/or accommodation provider in respect of obtaining a refund for unused travel and accommodation.

10. Any claim because you do not feel like travelling, or you are not enjoying your trip.

11. Any claim caused by an event for which the dates had been publicly announced and/or reported by the media at the time of opening your HSBC Premier account or booking your trip (whichever is later), eg strike, airport closure or flight cancellation.

12. You must report any loss or theft to the police as soon as reasonably possible following discovery, and get a written report (where it is not possible to obtain a police report you must provide other independent proof of the loss or theft, such as a letter from your transport company, hotel, or resort management).
General Conditions

1. The account holder must have an HSBC Premier Bank Account.

2. You must be registered with a doctor in the UK to be covered for any emergency medical claims or claims for cancellation or coming home early due to medical emergencies.

3. You must have taken reasonable care to provide complete and accurate answers to the questions asked when you opened your HSBC Premier Bank Account and before you book a trip or travel make sure that you have told us about any medical conditions as detailed in the Your Health section on page 20.

Please note that if you fail to tell the insurer about medical conditions this could invalidate this policy and could mean that part or all of a claim may not be paid. It is therefore very important that you read the Your Health section in this booklet.

If the information provided by you is not complete and accurate, we may amend the medical underwriting decision(s) for any declared pre-existing condition(s) which may result in an accepted condition being excluded, or refuse to pay any claim, or not pay any claim in full.

If you fail to notify us of any changes to your health before a trip (as required in the Your Health section of this booklet) this could result in a previously accepted medical condition being excluded.

4. Our right to cancel
HSBC may cancel this policy on our behalf by sending at least 30 days written notice to your last known postal and/or email address setting out the reason for cancellation.

Valid reasons include, but are not limited to, the following:

(a) where we reasonably suspect fraud;

(b) where you fail to co-operate with us or provide us with information or documentation we reasonably require and this affects our ability to assess a claim or defend our interests. See the General Conditions 8, 9, and 11 below;

(c) where you have not taken reasonable care to provide complete and accurate answers to the questions we ask as required in the ‘information and changes we need to know about’ section in this policy booklet and General Condition 3;

(d) where HSBC decide to offer this policy through an alternative provider as provided for in General Condition 17.

HSBC may also cancel this policy in accordance with the HSBC Premier Bank Account Terms and Conditions. Please refer to this document for further details.

5. Claims fraud
In order to prevent and detect fraud HSBC and the insurer may at any time share information about you with other organisations and public bodies including the police. You should show these notices to anyone who has an interest in this policy.

If your claim is in any way dishonest or exaggerated we will not pay any costs or benefits under this policy and we may cancel this policy immediately and backdate the cancellation to the date of the
fraudulent claim. We may also report you to the police and/or take legal action against you.

6. You must take all reasonable precautions to protect yourself and your property against any accident, injury, theft, loss or damage. You must take the same level of care as you would if you did not have this policy.

7. If we make a payment before cover is confirmed and our claims investigation reveals that no cover exists under the terms of this policy, you must pay us back any amount we have paid, which you are not covered for.

8. You must tell us as soon as possible after becoming aware of any circumstances which may lead to a claim under this policy. You must also tell us if you are aware of any legal proceedings, summons or prosecution. You must send us every communication relating to a claim as soon as reasonably possible.

9. You, or any person acting for you, must not negotiate, admit or reject any claim without our permission in writing.

10. We may refuse to pay any expenses for which you cannot provide receipts or bills.

11. You or your legal representative must pay for any certificates, information and evidence, which we may need. When there is a claim for injury or illness, we may ask for, and will pay for, any insured person to be medically examined on our behalf.

12. If, at the time of an incident which results in a claim under this policy, there is any other insurance covering the same loss, damage, expense or liability, we are entitled to approach that insurer for a contribution towards the claim, and will only pay our share. This condition does not apply to the Accidental Death and Permanent Injury benefit or Medical Inconvenience benefit under the Emergency Medical and Associated Expenses section.

13. We are entitled to take over and carry out in your name the defence or settlement of any legal action. We may also take proceedings at our own expense and for our own benefit, but in your name, to recover any payment we have made under this policy to anyone else.

14. If you make a medical claim you may be asked to provide consent to enable us to access your medical records. This will help the treating doctors, and us, to provide you with the most appropriate treatment and assess whether cover applies. If you do not agree to provide this we will not deal with your claim.

15. Following the expiry of your statutory cooling off period (14 days commencing on the date you take out the account or the date on which you receive the policy documents (whichever is the later)), you continue to have the right to cancel this policy at any time by contacting HSBC.

16. We can, at any time and after taking a fair and reasonable view, but no more than once in any 6 month period make changes to this policy’s terms and conditions, to reflect changes in our expectations of the future likely cost of providing cover. Policy cover may increase or decrease, but the changes will not be made for the sake of recouping past losses.
When doing so we will only consider one or more of the following:

(a) our experience and expectations of the cost of providing this product and/or other Aviva products of a similar nature.

(b) information reasonably available to us on the actual and expected claims experience of insurers of similar products.

(c) widely available economic information such as inflation rates and exchange rates.

Additionally, we can, at any time and after taking a fair and reasonable view, make changes to this policy’s terms and conditions:

(a) to reflect changes (affecting us or this policy) in the law or regulation or the interpretation of law or regulation, or changes in taxation.

(b) to reflect decisions or recommendations of an Ombudsman, regulator or similar person, or any code of practice, with which we intend to comply.

(c) in order to make this policy clearer and fairer to you or to rectify any mistakes that may be discovered in due course.

Changes (together with the reasons for such changes) will be notified to you in writing at least 30 days in advance.

17. HSBC may cancel this policy on our behalf and may offer cover with another provider. If this happens HSBC will contact you by sending 30 days’ notice to your last known postal and/or email address.

Your health – cover and exclusions for medical conditions

Please read this section carefully
This policy is not a general health or private medical insurance policy and will only cover sudden and unexpected illness or accidents.

Medical Condition means:

Any illness, disease or injury that you have had in the 12 months prior to booking a trip(s) where you have;

◆ been prescribed medication and/or
◆ received or are awaiting medical treatment, tests or investigations and/or
◆ been referred to, or had follow up with a specialist and/or
◆ been admitted to hospital or had surgery.

What do you need to tell us?
If an insured person has any medical condition other than those shown as an ‘Accepted condition’ on pages 21 and 22 and you wish us to consider covering the medical condition(s), you need to call us on 0800 051 7457.

Please note – medical conditions are not covered by this policy unless:

- you only have ‘Accepted conditions’ shown on pages 21 and 22; or
- we have been told about them and have confirmed in writing that they have been accepted.
When do you need to tell us?

- Before booking any trip

If you wish us to consider covering medical conditions you have that are not shown on the ‘Accepted conditions’ list, you need to contact us before booking any trip.

When you call us, we will assess your medical condition(s) and tell you whether or not we are able to cover the condition(s).

- After booking a trip but before travelling

If after the trip has been booked you are referred to a consultant/specialist or admitted to hospital, you will be covered for cancellation of your trip and we will pay travel costs you had paid before this happened. If you still wish to travel you must call us and we will tell you if we are able to cover the condition. If we are unable to cover the condition but you still wish to go on the trip, we will not cover any claim relating to that condition.

If you booked your trip before opening your account you should call us as soon as possible to find out if your medical condition(s) can be covered for the pre booked trip.

Accepted conditions

If these are the only medical conditions you have and none of the restrictions or the Health exclusions listed below apply, you will be automatically covered by this policy and we do not need to know about them.

However, if you have a medical condition that is not on the list, or the restrictions/exclusions apply to you, you must tell us about all medical conditions you have, including any shown on the list below.

If you are in any doubt please call us on 0800 051 7457.

- Allergy/Anaphylaxis (no hospital admissions in last two years)
- Arthritis (no back or neck problems)
- Asthma (no nebulisers or oxygen at home and no hospital admissions in the last 12 months)
- Benign prostatic enlargement
- Broken bone/fracture (not head or spine)
- Cataracts
- Chicken pox
- Constipation
- Common cold/influenza
- Cystitis
- Diabetes (no complications for example retinal, kidney or nerve damage)
- Diarrhoea and/or vomiting
- Dislocated joint (not following knee/hip replacement)
- Eczema/dermatitis
- Essential tremor
- Fungal nail infection
- Gastric reflux
- Glaucoma
- Gout
- Haemorrhoids
- Hayfever
- Hernia
- High/low blood pressure
- High cholesterol
- Hypothyroidism (underactive thyroid)
- Impetigo
On your trip

Cancelling or coming home early

If you unavoidably have to cancel your trip or come home early, we will pay for the following:

- non recoverable costs that each insured person has paid, or legally has to pay for their own unused personal travel and/or accommodation. This also includes the cost of pre-paid excursions and green fees; and/or
- additional travel costs (if you cannot use your return ticket), and/or accommodation costs (of a similar standard you had booked for your trip) necessary to allow you to come home early.

The most we will pay for each insured person is:

- £7,500 for personal travel and accommodation costs;
- £750 for excursions;
- £250 for green fees.

If you are unable to recover these costs from the provider.

If one of the following occurs:

1. you are injured, fall ill, are quarantined or die.
2. a close relative, close business colleague, or the person you were going to stay with is seriously injured, falls seriously ill or dies.
3. your home is badly damaged by explosion, fire, landslide, flood or severe/adverse weather.

(e) Travelling with the intention of seeking medical treatment.

European Health Insurance Card (EHIC) (Residents of England, Scotland, Wales and Northern Ireland only)

If you are travelling to countries in the European Union, Iceland, Liechtenstein, Norway or Switzerland we strongly advise that you take an EHIC with you. You can obtain information or apply online at nhs.uk and search for Healthcare abroad. The EHIC is free and should be completed and validated before you travel.

This will allow you to benefit from the reciprocal health arrangements which exist with these countries. You should take reasonable steps to use these arrangements where possible.

Medicare (Residents of England, Wales, Scotland and Northern Ireland only)

If you require medical treatment in Australia, you must enrol with a local Medicare office. You do not need to enrol on arrival but you must do this after the first occasion you receive treatment. In-patient and out-patient treatment at a public hospital is then free of charge. Details of how to enrol and the free treatment available can be found at humanservices.gov.au by searching for Medicare forms.

- Irritable bowel syndrome (IBS)
- Joint replacement
- Macular degeneration
- Migraine (confirmed diagnosis, no ongoing investigation)
- Minor infections (treated with no more than one course of antibiotics)
- Osteoporosis (no back or neck fractures)
- Peptic ulcer
- Polymyalgia rheumatica
- Psoriasis
- Retinopathy (not a link to diabetes)
- Sinusitis
- Soft tissue injury/tendon injury/sprain
- Tinnitus
- Tonsillitis
- Vertigo

Health exclusions

1. There is no cover for any claim arising directly or indirectly from the following:

(a) Any medical condition unless it is shown as an ‘Accepted condition’ or we have been told about it and we have accepted it in writing.

(b) Any symptoms that you were aware of, prior to booking a trip, for which you have sought but not yet received a diagnosis for

(c) Any medical condition for which you were not taking the medication prescribed to you.

(d) Travelling against the advice of a doctor or purposely travelling without medical advice when it was reasonable for you to have consulted a doctor.
On your trip

Cancelling or coming home early

If you unavoidably have to cancel your trip or come home early, we will pay for the following:

- non recoverable costs that each insured person has paid, or legally has to pay for their own unused personal travel and/or accommodation. This also includes the cost of pre-paid excursions and green fees; and/or
- additional travel costs (if you cannot use your return ticket), and/or accommodation costs (of a similar standard you had booked for your trip) necessary to allow you to come home early.

The most we will pay for each insured person is:

- £7,500 for personal travel and accommodation costs;
- £750 for excursions;
- £250 for green fees.

If you are unable to recover these costs from the provider.

If one of the following occurs:

1. you are injured, fall ill, are quarantined or die.

2. a close relative, close business colleague, or the person you were going to stay with is seriously injured, falls seriously ill or dies.

3. your home is badly damaged by explosion, fire, landslide, flood or severe/adverse weather.

4. the police need to speak to you because your home or place of work has been burgled.

5. severe/adverse weather prevents you from leaving your home, reaching your point of international departure or your pre-booked holiday accommodation in the UK.

6. delay or cancellation of your pre-booked transport prevents you from leaving the UK on your outward journey, and the carrier or their handling agent is unable to provide suitable alternative travel arrangements within 24 hours of the date and time of the scheduled departure as shown on your ticket/itinerary.

7. you are a member of the Armed Forces, Police, Ambulance, Fire, Nursing Services or an employee of a Government Department and authorised leave is cancelled due to an unexpected posting or a major incident in the UK.

8. you are prevented from travelling within 31 days of your scheduled departure date or have to come home early because:

(a) an avalanche, earthquake, explosion, fire, landslide, flood or severe/adverse weather renders your accommodation uninhabitable or unreachable;

(b) a Foreign and Commonwealth Office advisory notice is in place advising against all travel or all but essential travel to your destination or, the FCO are advising British citizens to leave the area in which you are staying.

Or you choose not to travel or continue your trip because;

European Health Insurance Card (EHIC)

Residents of England, Scotland, Wales and Northern Ireland only

If you are travelling to countries in the European Union, Iceland, Liechtenstein, Norway or Switzerland we strongly advise that you take an EHIC with you. You can obtain information or apply online at nhs.uk and search for Healthcare abroad. The EHIC is free and should be completed and validated before you travel. This will allow you to benefit from the reciprocal health arrangements which exist with these countries. You should take reasonable steps to use these arrangements where possible.

Medicare

Residents of England, Wales, Scotland and Northern Ireland only

If you require medical treatment in Australia, you must enrol with a local Medicare office. You do not need to enrol on arrival but you must do this after the first occasion you receive treatment. In-patient and out-patient treatment at a public hospital is then free of charge. Details of how to enrol and the free treatment available can be found at humanservices.gov.au by searching for Medicare forms.
(c) your accommodation is directly affected by a food poisoning outbreak, or the area in which you are staying is affected by pandemic or epidemic influenza;

(d) a major incident such as a terrorist attack happens within a 50 mile radius of the area in which you will be/are staying and you do not wish to travel or you wish to return home early.

9. Your transport operator, accommodation provider or their booking agents become insolvent.

10. You are denied boarding because there are too many passengers for the seats available and no suitable alternative flight could be provided within 12 hours.

You can also cancel your trip if one of the following occurs:

(a) you are made redundant;

(b) you are called for jury service or as a witness in a court of law during your trip.

You will also be covered if your travelling companion has to cancel the trip or come home early for one of the reasons listed above.

Special conditions

(a) All claims resulting from illness, injury, quarantine or death must be supported by medical reports, or a death certificate (or both). Medical reports must be obtained at the time of the incident and indicate the necessity to cancel the trip or come home early.

(b) You must provide written confirmation from the carrier or their handling agent of the actual date and time of the planned departure and reason for the cancellation or delay, and that they were unable to offer suitable alternative travel arrangements within 24 hours of your scheduled departure.

(c) Where you have been prevented from reaching your point of international departure or pre-booked holiday accommodation in the UK due to severe/adverse weather, you must provide evidence that travel was not possible, such as local police, press or travel reports.

(d) If your leave is cancelled, or you are made redundant you must provide written confirmation from your employer.

(e) If you are called as a witness or for jury service you must provide written confirmation.

(f) If you are denied boarding you must provide proof that your carrier was unable to offer you suitable alternative travel arrangements.

If you have to come home early

(a) If you need to come home early and intend to make a claim you must phone the Emergency Medical Assistance Helpline immediately.

(b) All claims must be supported by documentary evidence that you have been unable to obtain a refund from the travel and/or accommodation provider.
(c) **You** must provide written confirmation from the accommodation provider and/or local or national authorities that the accommodation was uninhabitable and the reason for this, and that they were unable to offer suitable alternative accommodation of a similar standard.

(d) If **you** need to come home early but have not already purchased a return ticket, we will deduct the cost of an economy flight from any costs we incur in bringing **you** home.

(e) If **you** cannot use **your** return ticket and we pay additional travel costs to allow **you** to come **home** early, **your** unused travel ticket will then belong to **us**.

**Excess**

*We* will not pay the first £50 for each **insured persons** claim. However, if two or more **insured persons** claim under this section the maximum **excess** will be £100.

In the event of a claim for loss of deposit only, we will not pay the first £20 of each **insured persons** claim.

**What is not covered**

(a) Anything mentioned in the General Exclusions and Health Exclusions in the Your Health section.

(b) Any claim where **you** knew at the time of opening **your** HSBC Premier Bank Account or booking **your** trip (whichever is later) that **you** or **your** travelling companion may be unable to travel or may need to come home early, for example where a close relative is seriously ill or the event has already happened.

(c) Any costs incurred by **you** which are recoverable from **your** credit/debit card provider or which **you** receive or are expected to receive compensation or reimbursement.

**If you have to cancel your trip**

(a) Any claim due to severe/adverse weather where **you** have not allowed sufficient time to reach **your** point of international departure taking into account the weather forecast for **your** journey.

(b) Any claim where the carrier or handling agent has offered suitable alternative travel arrangements within 24 hours of the date and time of the scheduled departure as shown on the ticket/itinerary.

(c) Any claim for dismissal, misconduct, resignation or voluntary redundancy.

(d) Any claim for redundancy if **you** or **your** travelling companion knew of the redundancy at the time of opening **your** HSBC Premier Bank Account or booking **your** trip (whichever is later) or where **you** cannot provide written evidence that the reason **you** or **your** travelling companion left the job was due to redundancy.

**If you have to come home early**

(a) Any claim for coming **home** early which was not authorised by our Emergency Medical Assistance provider.

(b) Any claim for coming **home** early due to Foreign and Commonwealth Office advice where this advice was already in place prior to **your** departure from the **UK**.

(c) Any claim for coming **home** early after **you** have chosen to move to alternative accommodation.
(d) Any claim where you knew, prior to departure, that you may need to come home early.

**Travel Disruption**

**Travel delay after check-in**

If your pre-booked transport is delayed after you have checked in we will pay £50 for every full 12 hour period you are delayed. If your transport on your outward journey from the UK is delayed for more than 24 hours, you can cancel your trip, please see page 23.

For each insured person the most we will pay is £250.

**Missed departures** – this benefit does not apply to trips taken within the UK.

If you miss your pre-booked transport due to:

(a) delay or cancellation of scheduled public transport services or a connecting flight; or

(b) accidental damage to, or breakdown of the vehicle in which you are travelling; or

(c) an unexpected delay caused by severe/adverse weather or a road traffic incident ahead of you

we will pay for additional travel and accommodation costs you incur to reach your destination abroad or home on your return journey.

For each insured person, the most we will pay is £1,000.

**Enforced stay abroad** – this benefit does not apply to trips taken within the UK.

If you are unable to travel home on your scheduled return date due to:

(a) airspace, airport or port closure; or

(b) your flight being cancelled as a direct result of volcanic ash in the atmosphere

we will pay you either:

1. £100 for each full 24 hour period you are unable to travel home, or

2. up to £1,500 for travel and accommodation costs if, after 24 hours, you unavoidably have to make alternative arrangements to travel home.

If your own prescription medication has run out as a direct result of your enforced stay abroad, we will also pay for emergency medical supplies to prevent a deterioration of an existing medical condition.

For each insured person the most we will pay is £1,500.

**Special conditions**

(a) You can only claim for one benefit per incident under this section.

(b) Any costs incurred may have to be paid by you and submitted as a claim.

(c) We will only pay for additional transport or accommodation costs if your carrier or their handling agents have not been able to offer you suitable alternative accommodation and/or travel arrangements. All claims must be supported by documentary evidence of the costs you have incurred.
Travel delay after check in
(a) If your pre-booked transport is delayed you must have checked in at the specified time.

Missed departures
(a) If you miss your pre-booked transport you must contact the carrier or their handling agent to see if a late arrival is possible or if alternative travel arrangements can be made.

(b) You must get a report from the repairer or breakdown assistance provider if you are claiming because the vehicle you were travelling in had an accident or broke down.

(c) Where you have been delayed by an accident or breakdown ahead of you, you must provide evidence of the incident, such as local police, press or traffic reports.

Enforced stay abroad
(a) If you are unable to return home we will work out the length of your delay from the time and date of your scheduled departure as shown on your ticket/itinerary.

(b) You must provide written confirmation from the carrier or their handling agents of the actual date and time of your return to the UK and the reason for the delay.

(c) Any claim for travel or accommodation expenses if you are travelling on an open ended ticket and have not confirmed a return date with the airline.

Excess
We will not pay the first £50 for each insured person if the trip is cancelled following a 24 hour delay.

What is not covered
(a) Anything mentioned in the General Exclusions section.

(b) Any claim where you have not done all you can to get to your departure point, or where you have not allowed sufficient time to make the travel connections shown on your ticket/itinerary, for example transfers between terminals, airports, ports or stations.

(c) Any claim where the carrier or their handling agents have offered reasonable alternative transport.

(d) Any claim for costs where you have received a refund from the carrier or handling agent.

Missed departures
(a) Any claim for a missed connection for a trip which was not pre-booked before you left the UK.

(b) Any claim for trips solely within the UK.

Emergency medical and associated expenses
If you are injured, fall ill, are quarantined or die during your trip, we will cover you up to the limits shown below, for:

Emergency medical treatment
(a) Emergency medical treatment outside your home territory (including rescue services to take you to hospital).

(b) Emergency dental treatment required for immediate pain relief only outside of your home territory.
**Associated expenses**

(a) extra charges for half board accommodation (of a similar standard to the accommodation you had booked for your trip) if it is medically necessary for you to stay after the date you were going to return home or travel to your next destination;

(b) for the cost of burying or cremating you in the country where you die, if you die outside your home territory;

(c) for the cost of returning your body or ashes to your home;

(d) the cost of getting you home or to a UK hospital, if it is medically necessary because you are seriously injured or fall seriously ill during your trip and you cannot use your return ticket.

If our Medical Emergency Assistance provider and the treating doctor agree that it is necessary, we will also pay travel and accommodation costs under a and d above, for one relative or friend who has to stay with you or travel to be with you.

For each insured person we will pay up to:

- £10,000,000 Emergency treatment and associated expenses outside of your home territory.
- £350 Emergency dental treatment outside of your home territory.
- £10,000 for the cost of your burial or cremation if you die outside of your home territory, and/or returning your body or ashes to your home.
- £10,000 Associated expenses for claims in your home territory.

**Medical inconvenience**

If you are claiming for emergency medical expenses outside of your home territory, and these are covered under this section, we will also pay you £50 for each consecutive 24 hours your trip is disrupted if you are:

- in hospital receiving in-patient treatment; or
- confined to your accommodation on the advice of the treating doctor.

For each insured person we will pay up to £1,000 for medical inconvenience outside of your home territory.

**Holiday disruption**

If you are claiming for emergency medical expenses and receiving treatment as an in-patient for more than 24 hours we will pay your own non-recoverable unused personal travel and accommodation costs (including pre-paid excursions and green fees).

The most we will pay for each insured person is:

- £7,500 for personal travel and accommodation costs
- £750 for excursions
- £250 for green fees

if you are unable to recover these costs from the provider.
Special conditions

You must phone the Medical Emergency Assistance helpline before you make any arrangements if an injury or illness means that you:

(a) need to seek emergency medical advice; or

(b) are told by the treating doctor that you need to visit them for repeat treatments; or

(c) are going to require tests or investigations as an out-patient; or

(d) are told that you need to go into hospital as an in-patient.

An experienced Medical Emergency Assistance co-ordinator will deal with your enquiry and make sure that where necessary:

(a) hospitals are contacted; and/or

(b) medical fees are guaranteed; and/or

(c) medical advisors are consulted.

If you cannot call before you are admitted as an in-patient because the condition is serious, you must contact the Medical Emergency Assistance Helpline as soon as possible after you go into hospital.

If you are injured or fall ill during your trip, our Medical Emergency Assistance provider may move you from one hospital to another and/or arrange for you to return home at any time. They will only do this if they and the treating doctor think that it is safe for you to be moved or returned home.

Excess

We will not pay the first £50 for each insured persons claim for Emergency Treatment and Associated Expenses. There is no excess for the Medical Inconvenience or Holiday Disruption benefits.

What is not covered

(a) Anything mentioned in the General Exclusions and Health Exclusions in the Your Health section.

(b) Any claim for:

- treatment received in your home territory;
- the cost of in-patient hospital treatment, out-patient treatment or going home early that our Medical Emergency Assistance provider has not agreed beforehand;
- the cost of any non-emergency treatment or surgery including exploratory tests which are not directly related to the illness or injury you originally went to hospital for;
- any form of treatment that your treating doctor and our Medical Emergency Assistance provider think can reasonably wait until you return home;
- cosmetic surgery, unless considered necessary as a medical emergency and agreed with our Medical Emergency Assistance provider;
- medication which, at the time your trip started, you knew that you would need while you were away;
- any extra costs because you have requested a single or private room;
- treatment or services provided by a health spa, convalescent or nursing home or any rehabilitation centre;
any treatment after you have returned home, or are repatriated to a UK hospital.

Costs incurred following your decision not to move hospital or return to your home territory after the date when it was deemed safe for you to do so by our Medical Emergency Assistance provider and your treating doctor.

(d) Any claim for medical inconvenience benefit:

- where the period in hospital or confinement to your accommodation is less than 24 consecutive hours;
- for any insured person not being treated as an in-patient or confined to accommodation on medical advice;
- where there is no valid claim for emergency medical treatment;
- where the purpose of the trip was office-based business travel.

(e) Any claim for medical inconvenience or holiday disruption where there is no valid claim for emergency medical treatment.

(f) Any claim for holiday disruption benefit where you are confined to accommodation or unable to undertake any planned activities.

Accidental death or permanent disability
We will cover you if you suffer a serious accidental bodily injury during your trip which requires immediate and urgent medical attention and leads solely, directly and independently of any other cause to:

(a) your death; or

(b) loss of your hand or foot at or above the wrist or ankle; or

(c) total and permanent loss of use of an entire arm, hand, leg or foot; or

(d) loss of sight to the extent where you are eligible to be registered as severely sight impaired (blind); or

(e) your disablement for two years from the date you sustained the injury, which means that you are entirely prevented from following any occupation suited to your education, experience and capability.

For each insured person we will pay up to £50,000 other than the death benefit for insured persons under 16 years of age where the maximum we will pay is £1,000.

Special conditions
(a) the death or disability must happen within one year of the accident.

(b) only one benefit will be paid under this section, regardless of the number of injuries sustained.

(c) any benefit will be paid to you or your legal representative. If you die, the benefit will be paid into your estate.

What is not covered
(a) Anything mentioned in the General Exclusions section.

(b) Any claim resulting from:

- sickness, disease, nervous shock or naturally occurring condition or degenerative process;
you taking part in an activity which is shown as excluded in the Your Activities section.

Legal expenses and advice
Legal expenses is underwritten by Aviva Insurance Limited. Claims handling is undertaken by Arc Legal Assistance Limited or such other company as we notify you of from time to time.

Legal expenses cover
If, during the trip, an incident causes the death or injury of an insured person which was not the insured person's fault we will provide a lawyer and up to £50,000 for legal costs to pursue a claim.

Our lawyer will assess the evidence and proceed on your behalf if it is more likely than not that you will recover damages.

If, in the lawyers' opinion:

(a) the prospects of success are no longer in your favour; or

(b) the non-recoverable costs are likely to exceed the potential compensation we will not pay further costs toward your legal claim.

Personal legal advice
We will give you confidential advice over the phone on any personal legal problem that may lead to a claim under this section.

We will tell you what your legal rights are, what course of action is available to you and whether these can be best implemented by you or whether you need to consult with a lawyer.

Special conditions
Contingency fees:

For claims made in some countries you may have to enter into a contingency fee arrangement with the lawyer representing you. This means that the lawyer will receive an agreed percentage of any compensation which they receive for you.

We will not pay any costs incurred by the lawyer relating to such an arrangement.

Choice of lawyer:

(a) if court proceedings are issued within the UK or there is a conflict of interest, you can choose your own lawyer;

(b) for proceedings outside the UK we will choose the lawyer;

(c) we will appoint that lawyer subject to acceptance of our standard terms of appointment which are available upon request;

(d) subject to the other terms and conditions of this policy we will pay legal costs up to £50,000.

Our rights and your obligations:

(a) on request, your lawyer must provide us with information or opinion about your claim;

(b) you must co-operate fully with us and the lawyer;

(c) you must notify us immediately if anyone offers to settle a claim. If you don’t accept an offer which the lawyer advises is reasonable we may refuse to pay any further costs;
(d) if successful, you must instruct your lawyer to attempt recovery of all costs relating to your case.

This cover will end if you:

(a) settle or withdraw your claim without our agreement;

(b) do not give instructions when requested by the lawyer;

(c) dismiss a lawyer without our consent. We will not withhold consent without good reason.

If, due to the above, we incur costs that wouldn’t otherwise have been incurred, we reserve the right to recover these from you.

You cannot transfer your rights under this policy.

A person, partnership (whether limited or not) or company who is not insured under this policy has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its terms.

What is not covered

(a) Anything mentioned in the General Exclusions section.

(b) Any claim which does not result from a specific incident.

(c) An application for judicial review.

(d) Claims made by anyone other than you enforcing their rights under this cover.

Personal liability

We will cover:

Any money that you legally have to pay that relates to an accident during your trip which causes:

(a) death or physical injury to any person;

(b) loss or damage to property;

(c) loss or damage to temporary holiday accommodation which is not owned by you.

We will also pay legal costs and expenses incurred by you in relation to the accident. You must obtain our consent in writing before incurring any cost or expense.

For each insured person we will pay up to £2,000,000.

Excess

A £50 excess applies to all claims arising from damage caused by you to your temporary holiday accommodation.

What is not covered

1. Anything mentioned in the General Exclusions section.

2. Any fines or exemplary damages (punishing, or aimed at punishing, the person responsible rather than awarding compensation) you have to pay.

3. Liability arising from:

(a) death or injury of members of your household or people who work for you;

(b) loss or damage to property which belongs to you or is under:
(i) your control;

(ii) the control of a member of your household;

(iii) the control of people who work for you;

(c) your job;

(d) you owning or occupying any land or building, unless you are occupying any temporary holiday accommodation;

(e) you owning or using:

(i) animals (except domestic animals);

(ii) firearms (except sporting guns used for clay-pigeon or small-bore shooting);

(iii) motorised vehicles;

(iv) vessels (other than manually propelled watercraft);

(v) aircraft of any description, including unpowered flight.

Your Possessions

Delayed baggage
If your baggage is temporarily lost on the outward journey and you are without it for more than 12 hours we will pay for the replacement of essential items.

For each insured person, we will pay up to £250.

Baggage and personal money
We will cover you for loss, theft or accidental damage to your:

(a) Baggage, including valuables; and/or

(b) Personal money; and/or

(c) Golf equipment.

For each insured person, we will pay up to:

- £2,500 in total for baggage (less any amount already claimed under the Delayed baggage section)
- £650 for any individual item
- £750 for personal money (a maximum limit of £100 for cash applies to insured persons under the age of 16)
- £1,500 for golf equipment.

At our option, we will settle any claim by payment or replacement. We will pay claims for baggage, valuables and golf equipment based on their value at the time of loss. We will not pay the cost of replacing them with new items, and we will not pay more than the original purchase price of any lost or damaged items.

Golf equipment hire
If your golf equipment is damaged, lost or stolen and you are unable to use it we will pay up to £300 to hire replacement golf equipment.

For each insured person, we will pay £50 per day, up to a maximum benefit of £300.

Emergency travel documents
If your passport or visa is lost, stolen or accidentally damaged whilst you are outside the UK, we will pay for:

(a) The cost of an emergency travel document; and/or
(b) Travel, accommodation and communication expenses if the loss prevents you from leaving the country you are in or continuing the trip.

If you are unable to use your return ticket to the UK we will also pay towards the cost of additional travel expenses (of a similar standard you had booked for your trip) to allow you to return home.

For each insured person, the most we will pay is £750.

Contact the Travel Assistant Helpline for advice on how to replace lost or stolen personal money, or how to obtain an Emergency Travel Document.

Special conditions
(a) If your baggage is lost or damaged by an authority, a transport company or hotel, you must report the details of the loss or damage to them in writing and request written confirmation.

(b) If your baggage is lost or damaged by an airline, you must:

♦ get a ‘Property Irregularity Report’;
♦ give written notice of the claim to the airline within the time limit in their conditions of carriage (you should keep a copy);
♦ keep all travel tickets and tags if you claim under this policy.

(c) You must report any loss or theft to the police as soon as reasonably possible following discovery, and get a written report (where it is not possible to obtain a police report you must provide other independent proof of the loss or theft, such as a letter from your transport company, hotel, or resort management).

(d) It may affect your claim if you cannot prove the value of, and that you were responsible for the lost, stolen or damaged items, for example a receipt or credit card/bank statement showing evidence of the purchase, proof of withdrawal or a currency exchange receipt. If you are claiming for damage we may ask you to send us the broken item.

Delayed baggage:
(a) If your baggage is temporarily lost in transit you must get written confirmation from the carrier of the number of hours you were without your baggage.

Excess
We will not pay the first £50 for each insured persons claim for baggage or personal money. There is no excess for the Emergency Travel Document benefit.

What is not covered
(a) Anything mentioned in the General Exclusions section.

(b) Loss, accidental damage or theft of personal money or valuables not carried in your hand baggage and fully accessible to you while you are travelling.

(c) Loss or theft of personal money, baggage, valuables or golf equipment which you have deliberately left somewhere that is not in your full view and with no one known to you looking after them.

(d) Theft of personal money, baggage, valuables or golf equipment from a locked room, safe, motor vehicle or caravan unless there is visible evidence of forcible and violent entry.
(e) Theft of personal money, baggage, valuables or golf equipment from an unattended motor vehicle unless they have been placed out of view.

(f) Any personal money, baggage, valuables or golf equipment delayed, detained or confiscated by customs or other officials.

(g) Wear and tear, loss of value or damage caused by moths and/or vermin, or any process of cleaning, repairing or restoring.

(h) Loss, accidental damage or theft of bonds, securities or documents of any kind (other than those listed under personal money).

Baggage and personal money
(a) Pedal cycles, contact lenses, and hearing aids, medical and dental fittings or antiques, furs or telescopes.

(b) Scuba diving, fishing or winter sports equipment.

(c) Cracking, scratching or breaking of glass (except lenses in camera, binoculars or spectacles), china, porcelain, ceramics, pottery, ornaments or similar fragile articles.

(d) Loss, accidental damage or theft of items used in connection with your job, which are not owned by you.

(e) Shortages due to a mistake or loss due to a change in exchange rates.

(f) Loss or theft of travellers’ cheques where the issuer provides replacements or where you have not complied with the issuer’s instructions.

Golf Equipment
(a) Deliberate or malicious damage caused by the insured person.

(b) Loss or damage to golf equipment caused by the insured person’s neglect.

(c) Damaged to hired golf equipment while it is being used.

(d) Wear and tear, loss of value or damage caused by moths and/or vermin, or any process of cleaning, repairing or restoring.

Emergency travel documents
(a) Any claim for travel and accommodation expenses of any other insured person who could travel without you but decides to stay with you.

Catastrophe cover
This section only operates if you have booked your accommodation independently and directly with the accommodation provider. We will pay for additional accommodation and transport costs to allow you to continue your trip if you are forced to move from your independently booked and prepaid accommodation due to one of the following events occurring during your trip:

(a) avalanche;

(b) earthquake;

(c) explosion;

(d) fire;

(e) flood;

(f) landslide;
(g) severe/adverse weather.

For each insured person, we will pay up to £750.

Special conditions
(a) Extra accommodation costs must be for a similar standard of accommodation to that which you were originally staying. If the new accommodation is of a higher standard then we will pay up to the cost of the original accommodation, less any refunds that you obtain.

(b) We will only pay your accommodation costs if you provide written confirmation from the provider of the accommodation and/or the local or national authorities that you were forced to leave your independently booked and prepaid accommodation and the reason for this.

(c) You must be able to provide receipts for any extra accommodation or travel costs incurred if you are forced to move from your independently booked and prepaid accommodation.

(d) If you decide to return home early, please see the special conditions on page 23.

What is not covered
(a) Anything mentioned in the General Exclusions section.

(b) Any prepaid accommodation costs that can be claimed back from a hotel or any other service provider.

(c) Any claim where the catastrophe, as described above, had already occurred when you opened your HSBC Premier Bank Account or the trip was booked (whichever is later).

(d) Any claim where the provider of the accommodation and/or the local or national authorities did not deem it necessary for you to leave your prepaid accommodation.

Winter Sports
Cover under this section only applies for a total of 31 days in any calendar year.

Winter sports equipment
We will cover you for loss, theft or accidental damage to winter sports equipment which is owned or hired by you.

If you have a valid claim under this section we will also pay for you to hire replacement equipment for the duration of your trip.

We will also cover the cost of a replacement lift pass if it is lost or stolen.

For each insured person, we will pay up to:

- £500 for winter sports equipment
- £250 for replacement equipment hire
- £250 for a replacement lift pass

At our option, we will settle any claim by payment or replacement. We will pay claims for winter sports equipment based on their value at the time of loss. We will not pay the cost of replacing them with new items, and we will not pay more than the original purchase price of any lost or damaged items.

Delay due to avalanche
We will pay for the cost of extra travel and accommodation if an avalanche delays your arrival at, or departure from the booked resort.
For each **insured person**, we will pay up to £200.

**Piste closure**
This cover does not apply to cross-country skiing.

We will pay you a daily benefit if all pistes at your booked resort are closed due to lack of snow, excessive snow or high winds.

For each **insured person** we will pay a daily benefit of £30 up to a maximum of £300.

**Medical inconvenience**
If, due to illness or injury, you are medically certified as being unable to ski or board we will pay a daily benefit for each day you are prevented from doing so.

We will also pay a benefit for the proportionate cost of your non-refundable ski pack (ski lessons from a ski school, ski hire and lift pass).

For each **insured person**, the most we will pay is:
- £50 for each day you are unable to ski or board, up to a maximum of £200
- £500 for your ski pack.

**Excess**
We will not pay the first £50 for any claim for **winter sports equipment**.

**Special conditions**

**Winter sports equipment**
(a) If **your winter sports equipment** is lost or damaged by an authority, a transport company or hotel, you must report the details of the loss or damage to them in writing and request written confirmation.
(b) If **your winter sports equipment** is lost or damaged by an airline, you must:
- get a ‘Property Irregularity Report’;
- give written notice of the claim to the airline within the time limit in their conditions of carriage (you should keep a copy);
- keep all travel tickets and tags if you claim under this policy.
(c) You must report any loss or theft to the police as soon as reasonably possible following discovery, and get a written report (where it is not possible to obtain a police report you must provide other independent proof of the loss or theft, such as a letter from your transport company, hotel, or resort management).

**Piste closure**
You must provide evidence from your tour operator or resort management that all pistes were closed, and how long they were closed for.

**What is not covered**
(a) Anything mentioned in the General Exclusions and Health Exclusions in the Your Health section.
(b) Any claim where the maximum limit of 31 days for winter sports has been exceeded.

**Winter sports equipment**
(a) Deliberate or malicious damage caused by the **insured person**.
(b) Loss or damage to **winter sports equipment** caused by the **insured person’s** neglect.
(c) Theft from motor vehicles.
Your Activities

We’ll cover you whilst you take part in most sports and leisure activities. It is a general condition of this policy that you take all reasonable precautions to protect yourself against accidents and injury. This includes when you take part in sports and leisure activities where you must make use of any appropriate safety equipment and follow any instructions provided (if taking part in an organised activity).

Please refer to the Personal Liability section for further exclusions.

There is no cover for

1. You training for, or taking part in any race, time trial or organised sporting competition, performance or tournament.

2. You are participating in an activity as a professional or where you are paid or receive benefits in kind, such as travel and/or accommodation or expenses.

Excluded activities

You will not be covered whilst participating in any of these activities

There is no cover for any claim for injury, illness or death that happens while you are taking part in these activities or any financial loss as a result of you being unable to take part in these activities.

Land

Adventure racing/endurance events/ marathon/ultramarathon/multi-discipline events

Big game hunting/hunting

Boxing/martial arts

Caving/potholing

Charity and conservation work that is not organised through a registered organisation, is not voluntary or involves work at heights over 3 metres

Cycle racing

Expeditions

Free running/Parkour

Mountain biking – other than trails graded as easy or moderate

Mountaineering, rock climbing, bouldering (outdoors) or via ferrata

Track events involving the use of motor vehicles

(d) Damage to hired winter sports equipment while being used.

(e) Wear and tear, loss of value and damaged caused by moths or vermin, or any process of cleaning, repairing or restoring.

Medical inconvenience

(a) Any claim for medical inconvenience:

♦ if the insured person has travelled against the advice of their doctor, or purposely travels without medical advice when it was reasonable for them to have done so.

♦ caused by a medical condition or undiagnosed symptom which has not been disclosed to and accepted by us. Please refer to the Your Health section for details of when you need to tell us about medical conditions.

Medical inconvenience

(a) Any claim for medical inconvenience:

♦ if the insured person has travelled against the advice of their doctor, or purposely travels without medical advice when it was reasonable for them to have done so.

♦ caused by a medical condition or undiagnosed symptom which has not been disclosed to and accepted by us. Please refer to the Your Health section for details of when you need to tell us about medical conditions.

(d) Damage to hired winter sports equipment while being used.

(e) Wear and tear, loss of value and damaged caused by moths or vermin, or any process of cleaning, repairing or restoring.

Medical inconvenience

(a) Any claim for medical inconvenience:

♦ if the insured person has travelled against the advice of their doctor, or purposely travels without medical advice when it was reasonable for them to have done so.

♦ caused by a medical condition or undiagnosed symptom which has not been disclosed to and accepted by us. Please refer to the Your Health section for details of when you need to tell us about medical conditions.

Your Activities

We’ll cover you whilst you take part in most sports and leisure activities. It is a general condition of this policy that you take all reasonable precautions to protect yourself against accidents and injury. This includes when you take part in sports and leisure activities where you must make use of any appropriate safety equipment and follow any instructions provided (if taking part in an organised activity).

Please refer to the Personal Liability section for further exclusions.

There is no cover for

1. You training for, or taking part in any race, time trial or organised sporting competition, performance or tournament.
Trekking that involves an ascent to more than 5,000 metres altitude

**Water**
Canyoning/Coasteering
Cliff diving
Free diving
High diving
Ice diving
Kite surfing
River sports involving rivers over grade 3
Sailing/Yachting more than 12 miles from shore

Scuba diving
- where this is the main reason you booked the trip
- where you are not accompanied by a qualified instructor or dive master;
- beyond the depth to which you are qualified to a maximum of 40m
- that is professional, commercial or technical diving in nature, including but not limited to enriched air, tutor, solo, wreck, cave or cavern diving.

Water ski jumping

**Aerial**
Base jumping

Flying (other than as a fare paying passenger in a fully licensed passenger carrying aircraft)

Gliding
Hang gliding

Parachuting
Paragliding
Sky diving/parachuting (other than tandem skydiving through licensed operator)

**Winter sports activities**
Bobsleigh/cresta/luge/skeleton
Freestyle skiing/snowboarding
Off-piste skiing (unless accompanied by a qualified guide at all times in areas the resort management consider to be safe)
Heli-skiing
Glacier skiing
Ski flying/jumping/stunting/surfing
Ski racing/training
Ski mountaineering

**Complaints Procedure**

**Our promise of service**
Our goal is to give excellent service to all our customers but we recognise that things go wrong occasionally. We take all complaints we receive seriously and aim to resolve all our customers’ problems promptly. To ensure that we provide the kind of service you expect we welcome your feedback. We will record and analyse your comments to make sure we continually improve the service we offer.

**What will happen if you complain?**
- We will acknowledge your complaint promptly
Privacy Overviews

The data controllers responsible for the personal information in this notice are:

® Aviva Insurance Limited (Aviva), as the insurer of the Travel Insurance product, collects and uses personal information about you so that they can provide you with a policy that suits your insurance needs. Some of this information may be collected directly from you and some may be collected from other sources including HSBC UK Bank plc, for, example, during the sale of the policy.

Aviva, Pitheavlis, Perth, PH2 0NH, is the data controller in respect of your personal information that it has received from HSBC UK Bank plc as distributor and also in respect of any information that it has collected directly from you or from other sources as set out in its Privacy Notice.

® HSBC UK Bank plc [1 Centenary Square, Birmingham, B1 1HQ] is responsible for promotion and distribution of the Travel Insurance product. HSBC UK Bank plc will collect and use personal information about you during the promotion and sale of the product which may be provided by you but could also include information we have previously collected about you, e.g. any information held about you as a banking customer. HSBC UK Bank plc is the data controller for this information which will be shared with Aviva as set out in its Privacy Notice.

HSBC UK Bank plc Privacy Overview

HSBC UK Bank plc will share your personal information with Aviva to enable Aviva to provide you with a quote, administer your policy and manage your claims. If youWhilst we are bound by the decision of the Financial Ombudsman Service, you are not. Following the complaints procedure does not affect your right to take legal action.

Residents of the Channel Islands and the Isle of Man - For details of the regulator and ombudsman for qualifying accounts opened in the Channel Islands or the Isle of Man please refer to “Banking Made Easy” or contact the local branch.

Compensation

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from this scheme if we cannot meet our obligations, depending on the type of insurance and the circumstances of your claim. Further information about the scheme is available from the FSCS website fscs.org.uk or write to: Financial Services Compensation Scheme, 10th Floor, Beaufort House, Botolph Street, London, EC3A 7QU.

Further information about your policy

HSBC UK Bank plc may from time to time use a different insurer(s) to provide you with this product. A change of insurer(s) may take place at any time.

HSBC UK Bank plc will notify you prior to any change of insurer(s) and advise you of any change in the policy terms. You will have the opportunity to terminate your HSBC Premier account both before and after such a change becomes effective.
make a claim, any information you give to us, or to Aviva may be put in a register of claims database and it may be shared with other insurers to prevent fraudulent claims.

Please read an overview of our Privacy Notice below. You can access the full privacy notice hsbc.co.uk or by calling 03457 70 70 70 and we will send you one in the post.

This provides an overview of:

- the types of information we collect about you
- how we collect and use it
- who we might share it with
- the steps we’ll take to make sure it stays private and secure.

We’ll also explain your rights to your information. This is just an overview of some key points. A full description is contained in the privacy notice which you can obtain by visiting hsbc.co.uk or by calling 03457 70 70 70 and we will send you one in the post.

Who we are
When we say ‘we’, we mean HSBC Group companies who act as a data controller in respect of your personal data. Unless otherwise stated below, the data controller for the purposes of this notice is HSBC UK Bank plc.

The following HSBC Group companies will act as a data controller where you hold a product or service with them: HSBC Life (UK) Limited, HSBC Trust Company (UK) Limited; HSBC Executor and Trustee Company (UK) Limited; Trustees of the HSBC Self-Invested Personal Pension; and HSBC Finance Limited.
Transferring your information overseas

Your information may be transferred and stored in countries outside the European Economic Area (EEA), including some that may not have laws offering the same level of protection for personal information. When we do this, we’ll ensure an appropriate level of protection is maintained.

Your rights

You have a number of rights relating to your information e.g. to see what we hold, to ask us to share it with another party, ask us to update incorrect or incomplete details, to object to or restrict processing of it etc.

For a fuller statement of your rights and how to complain if you’re unhappy with anything you think we are doing, please see the full privacy notice.

More information

If you’d like more details about anything covered in this summary, please see our full Privacy Notice you can view or download a copy by visiting hsbc.co.uk or if you prefer paper, give us a call on 03457 70 70 70 and we’ll send you one in the post.

Aviva Privacy Overview

In this section “we”, “us” or “our” means Aviva Insurance Limited.

This notice explains the most important aspects of how Aviva use your information but you can get more information about the terms used and view the full privacy policy at aviva.co.uk/privacypolicy or request a copy by writing to: Aviva, Freepost, Mailing Exclusion Team, Unit 5, Wanlip Road Ind Est, Syston, Leicester LE7 1PD.

We’ll only use your information where we’re allowed to by law, including for example, carrying out an agreement we have with you, fulfilling a legal obligation, because we have a legitimate business interest or where you agree to it.

We may use automated systems to help us carry out fraud and money laundering checks.

Who we can share your information with

We may share your information with other companies we work in partnership with and other HSBC Group members.

We may also share your information with others outside of the HSBC group including regulators (e.g. the Financial Conduct Authority), insurers, other banks, brokers, agents as well as credit reference and fraud prevention agencies.

Sensitive information

When you apply for insurance, you may need to give us sensitive health information if the insurer needs this to give you a quote. We will keep this information secure and process it in accordance with relevant laws and regulations. Where appropriate, we will ask for consent to collect and use this information.

How long we’ll keep your information

We’ll keep your information for as long as you have a relationship with us. After it ends we’ll keep it where we may need it for our legitimate purposes, to help us respond to queries or complaints, or for other legal and regulatory reasons, including for example, fighting fraud and financial crime and responding to requests from regulators.

The information we collect

We collect information about you from different places including:

- directly from you
- from a third party acting on your behalf e.g. an intermediary or broker
- from other HSBC companies
- from publicly available sources
- when we generate it ourselves
- from other organisations.

We’ll only collect your information in line with relevant regulations and law and this may relate to any of our products or services you apply for, currently hold or have held in the past.

You’re responsible for making sure you give us accurate and up to date information. If you provide information for another person on your policy, you’ll need to, direct them to the privacy notice and make sure they agree to us using it for the purposes set out in the privacy notice.

How we’ll use your information

We’ll use it to provide you with any products and services you’ve requested and other purposes including for example:

- to confirm your identity and address
- to understand how you use any other accounts, products or services you hold with us
- to carry out your instructions
- to improve our products and services
- to offer you other services we believe may benefit you unless you’ve asked us not to.

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When you apply for insurance, you may need to give us sensitive health information if the insurer needs this to give you a quote. We will keep this information secure and process it in accordance with relevant laws and regulations. Where appropriate, we will ask for consent to collect and use this information.

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Personal information Aviva collects and how we will use it
Aviva will use your personal information:

- to provide you with insurance: we need this to decide if we can offer insurance to you and if so on what terms and also to administer your policy, handle any claims and process renewals,
- to support legitimate interests that we have as a business: we need this to manage arrangements we have with reinsurers, for the detection and prevention of fraud and to help them better understand their customers and improve their customer engagement (this includes, customer analytics and profiling),
- to meet any applicable legal or regulatory obligations: we need this to meet compliance requirements with their regulators (e.g. Financial Conduct Authority), to comply with law enforcement and to manage legal claims; and
- to carry out other activities that are in the public interest: for example we may need to use personal information to carry out anti-money laundering checks.

As well as collecting personal information about you, Aviva may also use personal information about other people, for example family members you wish to insure on a policy. If you are providing information about another person Aviva expect you to ensure that we know you are doing so and are content with their information being provided to them. You might find it helpful to show them this privacy notice and if we have any concerns please contact Aviva in one of the ways described below.
The personal information we collect and use will include name, address, date of birth, and financial information. If a claim is made Aviva will also collect personal information about the claim from you and any relevant third parties. We may also need to ask for details relating to the health or any unspent offences or criminal convictions of you or somebody else covered under your policy. We recognise that information about health and offences or criminal convictions is particularly sensitive information. Where appropriate, we will ask for consent to collect and use this information.

If Aviva need your consent to use personal information, we will make this clear to you when you complete an application or submit a claim. If you give Aviva consent to using personal information, you are free to withdraw this at any time by contacting them in one of the ways described below. Please note that if consent to use information is withdrawn we may not be able to continue to provide the policy or process claims and we may need to cancel the policy.

Of course, you don’t have to provide us with any personal information, but if you don’t provide the information we need we may not be able to proceed with your application or any claim you make.

Some of the information we collect as part of this application may be provided to us by a third party including HSBC UK Bank plc. This may include information already held about you within the Aviva group, including details from previous quotes and claims, information obtained from publicly available records, Aviva’s trusted third parties and from industry databases, including fraud prevention agencies and databases.

**Automated decision making**

We carry out automated decision making to decide whether we can provide insurance to you and on what terms, deal with claims or carry out fraud checks. In particular we use an automated underwriting engine to provide a quote for this product, using the information we have collected.

**How we share your personal information with others**

Aviva may share your personal information:

- With the Aviva group, their agents and third parties who provide services to them, HSBC UK Bank plc and other insurers (either directly or via those acting for the Aviva such as travel administration companies, loss adjusters or investigators) to help Aviva administer their products and services;
- With regulatory bodies and law enforcement bodies, including the police, e.g. if we are required to do so to comply with a relevant legal or regulatory obligation;
Your rights
You have various rights in relation to your personal information, including the right to request access to your personal information, correct any mistakes on our records, erase or restrict records where we are no longer required, object to use of personal information based on legitimate business interests, ask not to be subject to automated decision making if the decision produces legal or other significant effects on you, and data portability. For more details in relation to your rights, including how to exercise them, please see the full privacy policy for Aviva Insurance Limited, which can be obtained in the way described above.

Contacting us
If you have any questions about how Aviva use personal information, or if you want to exercise your rights stated above, please contact our Data Protection Officer by either emailing them at: DATAPRT@aviva.com or writing to them at Aviva, Level 5, Pitheavlis, Perth PH2 0NH.

If you have a complaint or concern about how Aviva use your personal information, please contact us in the ways described above in the first instance and we will attempt to resolve the issue as soon as possible. You also have the right to lodge a complaint with the Information Commissioners Office at any time.

Some of the organisations Aviva share information with may be located outside of the European Economic Area (“EEA”). We will always take steps to ensure that any transfer of information outside of Europe is carefully managed to protect your privacy rights. For more information on this please see Aviva’s Privacy Policy or contact us in one of the ways described below.

How long we keep your personal information for
Aviva maintain a retention policy to ensure we only keep personal information for as long as we reasonably need it for the purposes explained in this notice. Aviva need to keep information for the period necessary to administer your insurance and deal with claims and queries on your policy. Aviva may also need to keep information after our relationship with you has ended, for example to ensure we have an accurate record in the event of any complaints or challenges, carry out relevant fraud checks, or where we are required to do so for legal, regulatory or tax purposes.

With other organisations including insurers, public bodies and the police (either directly or using shared databases) for fraud prevention and detection purposes;

With reinsurers who provide reinsurance services to Aviva and for each other. Reinsurers will use your data to decide whether to provide reinsurance cover, assess and deal with reinsurance claims and to meet legal obligations. We will keep your data for the period necessary for these purposes and may need to disclose it to other companies within their group, their agents and third party service providers, law enforcement and regulatory bodies.

Some of the information we collect as part of this application may be provided to us by a third party including HSBC UK Bank plc. This may include information already held about you within the Aviva group, including details from previous quotes and claims, information obtained from publicly available records, Aviva’s trusted third parties and from industry databases, including fraud prevention agencies and databases.

Automated decision making
We carry out automated decision making to decide whether we can provide insurance to you and on what terms, deal with claims or carry out fraud checks. In particular we use an automated underwriting engine to provide a quote for this product, using the information we have collected.
Accessibility

To find out more about our accessible services please visit hsbc.co.uk/accessibility or ask at any of our branches.

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Our firm reference number is 202153. Further information can be found at register.fca.org.uk.

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