

At Wizz Air, we want to ensure you have enough information from us to decide on your insurance policy purchase. So, these are the documents we provide to you which contain information we want you to be aware of:

- Policy Terms and Conditions – your insurance contract with detailed explanations of what is and is not covered.
- Certificate of Insurance – showing your details and the main benefits and sums insured of the cover level you have chosen.
- Insurance Product Information Document – a summary of the policy highlighting the main benefits and limitations of the policy/
- This document – providing other key information.

## Who are We?

We are Wizz Air Hungary Ltd (Wizz Air), and we are an Appointed Representative of Chubb European Group SE, Chubb European Group SE (CEG) is a Societas Europaea, a public company registered in accordance with the corporate law of the European Union. Members' liability is limited. CEG is headquartered in France and governed by the provisions of the French insurance code. Risks falling within the European Economic Area are underwritten by CEG, which is authorised and regulated by the French Prudential Supervision and Resolution Authority (4 Place de Budapest, CS 92459, 75436 Paris Cedex 09, France). Registered company number: 450 327 374 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Fully paid share capital of €896,176,662.

CEG's UK branch is registered in England & Wales. UK Establishment address: 40 Leadenhall Street, London EC3A 2BJ. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Details about our authorisation can be found on the Financial Conduct Authority website (FS Register number 820988).

## What Products do We Offer?

We only offer a Travel Insurance product from Chubb, and we act as their agent.

## How Are We Paid?

Chubb pays us a commission from within your insurance premium paid to us for each Travel Insurance policy sold under our brand name. There are no other fees payable by you to us for the Travel Insurance policy.

## About the Insurer

The insurer is Chubb European Group SE ("Chubb"), a UK authorised and regulated general insurer. Neither Chubb nor Wizz Air hold any voting rights or share capital in the other's business. Chubb's UK branch registered office is:

40 Leadenhall Street  
London  
EC3A 2BJ  
United Kingdom

If you need to get in touch with Chubb about your insurance, the contact details are set out in your policy document and will vary depending on the Chubb product you have purchased. However, if you do not have the policy document to hand, you can contact Chubb at the following address, and they will ensure they route your question/query to the right person/department:

Chubb Customer Service Department  
Sentinel Building,  
103 Waterloo Street,  
Glasgow  
G2 7BW  
T 0345 045 0132  
E [travel.en@chubb.com](mailto:travel.en@chubb.com)

## Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

## Does this policy meet your demands and needs?

Wizz Air Travel Insurance meets the demands and needs of customers who wish to ensure that their trip abroad is covered against cancellation, medical expenses, delays and other losses.

By selecting to add the insurance to your flight booking, Wizz Air travel insurance covers you for these unforeseen eventualities. You and those booked with you are covered from the date of purchase until the date of expiry set out in your Certificate of Insurance

## Have we provided any advice/recommendations to you?

We have not provided you with a personal recommendation as to whether the policy is suitable for your specific circumstances, and it is your responsibility to make sure that the policy is right for you, and the premiums are affordable and within your budget. You should periodically check that the cover is still appropriate to your demands and needs.

## What is the Insurance Product Information Document?

This document from Chubb is a concise and easy to read summary about your insurance policy – it is in the same format as other similar documents you will receive about other insurance products from other providers, so

it will make your comparison easier. Do note that it is a summary only, and you should refer to the certificate of insurance and policy document for full details of cover, exclusions, limitations, conditions and any excesses or other charges that might apply.

We would encourage you to take the time to read the policy terms and conditions and certificate of insurance alongside the Insurance Product Information Document.

## Complaints

If you have a complaint about the insurance, please contact Chubb at:

The Customer Service Manager  
Chubb European Group SE  
T +44 (0) 161 333 6160 (from 8am to 3.30pm UK time, Monday to Friday)  
E: [travel.en@chubb.com](mailto:travel.en@chubb.com)

If your complaint relates to a claim under the policy, please contact Chubb at:  
The Claims Manager  
Chubb European Group SE  
T +44 (0) 161 333 6160 (from 8am to 3.30pm UK time, Monday to Friday)  
E: [travelinsurance.en@crawford.com](mailto:travelinsurance.en@crawford.com)

## Financial Ombudsman Service

You can approach the Financial Ombudsman Service for assistance if there is dissatisfaction with Chubb's final response or after eight weeks from making the complaint if not resolved satisfactorily. Any approach to the Financial Ombudsman Service must be made within 6 months of Chubb's final response. Contact details are given below. A leaflet explaining the procedure is available on request.

Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London  
E14 9SR

T 0800 023 4567 (calls to this number are now free on mobile phones and landlines)  
T 0300 123 9123 (calls to this number cost no more than calls to 01 and 02 numbers)  
E [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
W [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## Policy documentation

Chubb are developing ways to make our customer's lives easier, and in today's world of smartphones and other digital technologies, we will try to provide information to you about your policy in a way that enables you to access it whenever and wherever you need it.

For some products we offer, this includes providing your policy information by email if you would prefer it that way, enabling you to have your policy information on the move, to be stored by you electronically, but also available to you to print at your leisure, although we would ask that you always consider any environmental impacts.

You are always entitled to ask us for paper copies.

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