

Company: Assurant Europe Insurance N.V.

Product: Vodafone Care Mobile Device Insurance

Assurant Europe Insurance N.V., with registered address at Paasheuvelweg 1, 1105BE Amsterdam, The Netherlands, registered in the trade register of the Dutch Chamber of Commerce under number 72959320 and registered with the Dutch supervisor, De Nederlandsche Bank N.V. (Dutch Central Bank) under number R161237, operating in under the regime of Freedom of Services, registered with the Central Bank of Ireland.

This document provides a summary of the most relevant information. The complete pre-contractual and contractual information of this insurance is provided in other documents.

What is this type of insurance?

This insurance covers your mobile device to ensure you can access and use the Vodafone mobile network. The device is the one you registered when you purchased this policy.



What is insured?

- ✓ Cover of your mobile device for
 - ✓ Accidental DamageOptional cover available for an additional premium:
 - Loss and theftThe maximum amount this policy provides cover for is up to the full retail value of your mobile device.
- ✓ Loss of network access – We will automatically credit your account with €2 per day for the inconvenience of being unable to access the Vodafone mobile network
- ✓ How we will settle a claim
 - ✓ We will repair or replace your damage mobile device
 - ✓ Claims for loss and theft will be settled with a replacement
 - ✓ Replacements will come from refurbished or remanufactured stock



What is not insured?

- ✗ Any incident where you have knowingly put your mobile device at risk or not taken care of it
- ✗ Breakdown and faults that are not due to an unforeseen event that causes physical damage to the mobile device
- ✗ Cosmetic damage (e.g. scratches or scrapes which do not affect using your mobile device)



Are there restrictions with regard to coverage?

- ! You can make up to 2 claims in any 12 month period
- ! You must be over 18 years of age to purchase this insurance
- ! Worldwide cover is limited to single trips of up to 30 days outside of Ireland
- ! Credit for loss of network access is only provided following a successful claim.



Where am I covered?

- ✓ Your mobile device is covered worldwide
- ✓ Replacement handsets will be delivered only to a Irish address



What are my obligations?

- An excess is payable for every successful claim. Details on the amounts will be confirmed at the point of sale, online at <https://n.vodafone.ie/insurance.html> and in the customer online area <https://myinsurance-ie.care.vodafone.com>
- To report stolen mobile devices to the Gardaí and Vodafone as soon as possible
- Tell us about your claim as soon as possible
- You must make a reasonable attempt to report a lost or stolen device missing from where it went missing
- You must present proof of purchase (an invoice) before your claim can be processed



When and how do I pay?

The payment of the premium is monthly and will be collected from your chosen payment method



When does the cover start and end?

- Cover starts immediately on the date of purchase.
The policy continues on a monthly basis until one of the following events occurs
- You contact us to cancel the insurance
 - You fail to pay the monthly premium
 - You cease to have a Vodafone contract
 - The insurer cancels the insurance
 - If you make 2 successful claims in a 12-month period



How can I terminate the contract?

- You have the right to withdraw from the insurance contract within 14 days of receiving your insurance documents, without giving any reason and without penalty.
- If you exercise your right to withdrawal, the fee already paid for the first month will be refunded to you by Vodafone, unless you have made a successful claim. You can withdraw by calling 0818 927711 (Mon-Fri 8am-6pm), by accessing your policy at <https://myinsurance-ie.care.vodafone.com> or by writing to Vodafone Claims, Merrion Hall, Strand Road, Dublin 4
- After the 14-day period you cannot cancel your insurance without paying the monthly premiums due for the 3-month minimum period
- After the 3-month minimum period you can cancel at any time, no refund will be given for any unused period of insurance for the month in which you cancel