

## Credit Suisse Singlecard: Overview of changes to the Terms and Conditions of Insurance from 1 January 2022

### 1. The key changes at a glance

#### 1.1. Formal amendments/clarifications

The insurer's logo and address have been amended. Furthermore, the table of benefits now includes a distinction between indemnity insurance and fixed sum insurance.

Corrections and clarifications have likewise been made in the name of improving readability.

#### 1.2. Content-based amendments

**General amendments:** The limitation period for claims has been extended from two to five years.

**Embargo clause:** As a result of the introduction of the embargo clause, an insurance policy is rendered null and void as soon and insofar as a benefit from the insurer to the policyholder or entitled person comes into conflict with applicable compulsory measures as defined in the Federal Act on the Implementation of International Sanctions (Embargo Act of 22 March 2002, SR 946.231). In addition to these sanctions issued under Swiss law, sanctions issued by non-Swiss jurisdictions (e.g. in the US or EU) may likewise serve as grounds for exclusion from insurance cover.

**Civil unrest:** The definition of the term "civil unrest" (already excluded from insurance cover) has been made more precise.

#### **Repeal of the following grounds for exclusion:**

– HIV

## 2. The changes in detail

INFORMATION FOR PERSONS INSURED UNDER COLLECTIVE INSURANCE					
Section/Article GTCI and type of amendment	Previous content	New content	Comments	MC Gold / Visa Gold / MX Gold Euro	MC Standard / Visa Classic / Viva MC Standard
1 Change	Allianz Global Assistance AWP P&C S.A., Saint-Ouen (Paris), Wallisellen Branch (Switzerland), with registered domicile at Hertistrasse 2 in CH-8304 Wallisellen – (hereinafter called: "AGA" or "the insurer").	Allianz Assistance AWP P&C S.A., Saint-Ouen (Paris), Wallisellen Branch (Switzerland), with registered domicile at Richtiplatz 1 in CH-8304 Wallisellen – (hereinafter called: "Allianz Assistance" or "the insurer").	Formal amendment: changes to insurer's logo and address	✓	✓
3 Change	Insured risks, scope of insurance cover as well as assistance benefits	Insured risks, scope of insurance cover	Formal amendment: assistance benefits are also insurance benefits and do not constitute a separate benefit category, i.e. they do not need to be mentioned separately. No content has been changed as a result of this.	✓	✓
II. TABLE OF INSURANCE BENEFITS					
Additions made to header		If you have any questions about the insurance benefits, we are happy to help you. Please contact our Service Centre (Service Centre opening hours: Monday to Friday 08:00 - 18:00)  In the event of an emergency, our 24-hour emergency call centre Allianz Assistance will help you. You can reach them at any time and anywhere in the world.	Formal amendment	✓	✓
IV.) A / B / C / D / E Addition		Insurance type -lump sum insurance -indemnity insurance -service	Formal amendment: clarification added due to revision of the Swiss Insurance Policies Act (IPA)	✓	✓
Change	AWP P&C S.A., Saint-Ouen (Paris), Wallisellen Branch (Switzerland) Hertistrasse 2, CH-8304 Wallisellen, Phone +41 44 283 38 38 info@allianz-assistance.ch, www.allianz-assistance.ch	AWP P&C S.A., Saint-Ouen (Paris), Wallisellen Branch (Switzerland) <b>Richtiplatz 1</b> , CH-8304 Wallisellen, Phone +41 44 283 38 38 info.ch@allianz.com, www.allianz-travel.ch	Formal amendment: address, email address and website amended	✓	✓
III. GENERAL TERMS AND CONDITIONS OF INSURANCE (GCI)					
Change	III. GENERAL TERMS AND CONDITIONS OF INSURANCE AND CUSTOMER INFORMATION (GCI)	III. GENERAL TERMS AND CONDITIONS OF INSURANCE (GCI)	Formal amendment	✓	✓
1.3 Addition		For events that have already occurred at that time, insurance benefits will still be provided even if the resulting loss occurs after termination of the insurance cover.	Content-based amendment: temporary extension of insurance cover	✓	✓
2.3.6 Change	as a consequence of terrorist attacks, unrest of all kinds, natural catastrophes.	as a result of natural disasters, terrorist attacks or civil unrest. Civil unrest is defined as a significant share of the population gathering in a manner that disturbs public peace and order and committing acts of violence against persons or property.	Content-based amendment: expansion of exclusion	✓	✓

Section/Article GTCI and type of amendment	Previous content	New content	Comments	MC Gold / Visa Gold / MX Gold Euro	MC Standard / Visa Classic / Viva MC Standard
2.3.8 Addition		Embargo clause The insurance cover shall lapse insofar and as soon as a payment by the insurer to the policyholder or the beneficiary is opposed by coercive measures applicable under the Federal Act on the Enforcement of International Sanctions (Embargo Act of 22.03.2002, SR 946.231). Economic, trade or financial sanctions or embargoes imposed by the European Union or the United States of America are deemed equivalent to coercive measures under the Embargo Act, provided that European law is applicable in the individual case and no Swiss legal provision precludes such denial of benefits.	Content-based amendment: insurers operating internationally must comply with both Swiss and internationally applicable sanctions.	✓	✓
5 Change	When does a claim for benefits expire? The statutory limitation period of <b>two</b> years applies to claims arising out of the insurance contract. The period starts when the insured event occurs.	The statutory limitation period of <b>five</b> years applies to claims arising out of the insurance contract. The period starts when the insured event occurs.	Content-based amendment: claims made by insured persons now expire after five years rather than after two (due to IPA revision)	✓	✓
<b>IV.) A. TRANSPORT ACCIDENT INSURANCE</b>					
2.1.3 Addition		The statutory limitation period (Section. 5 GTC ) shall be suspended from the opening of the official or criminal investigation until its final and binding conclusion.	Content-based amendment: extension of the limitation period in favour of the insured person.	✓	✓
3.3 Change	Vertebral discs as well as bleeding from internal organs and cerebral haemorrhaging; however, insurance cover shall continue to apply if an accident event covered under this Transport Accident Insurance, as defined in Fig. 1.2.1.2, is the predominant cause.	Vertebral discs as well as bleeding from internal organs and cerebral haemorrhaging; however, insurance cover shall continue to apply if an accident event covered under this Transport Accident Insurance, as defined in Fig. A 1.1, is the predominant cause.;	Formal amendment: amendment of the reference in the GTCI.	✓	✓
<b>IV.) B. COST OF SEARCH, RESCUE AND RECOVERY OPERATIONS</b>					
3.4 Removal	injury, illness, death, loss, costs or any other liabilities that can be ascribed to HIV and/or HIV-related diseases, including AIDS and/or any other related illnesses or variants thereof, however caused;		Content-based amendment: HIV no longer constitutes grounds for exclusion.	✓	x
<b>IV.) C. TRAVEL INCONVENIENCE INSURANCE</b>					
2.1.1 Change	<ul style="list-style-type: none"> <li>– the flight is cancelled or conveyance is refused due to overbooking, and suitable alternative conveyance is not provided within four hours;</li> <li>– the insured person misses a booked connecting flight due to a flight delay and suitable alternative conveyance is not provided within four hours of the delayed flight arriving.</li> </ul>	<ul style="list-style-type: none"> <li>– the flight is cancelled or conveyance is refused due to overbooking, and alternative conveyance is not provided within four hours;</li> <li>– the insured person misses a booked connecting flight due to a flight delay and alternative conveyance is not provided within four hours of the delayed flight arriving.</li> </ul>	Content-based amendment: removal of term "suitable"	✓	x
<b>V. CLAIMS TABLE</b>					
Change	Allianz Global Assistance	Allianz Assistance	Formal amendment: amendment: new corporate name for insurer	✓	✓