

INSURE & GO INSURANCE SERVICES LIMITED**1. The Financial Services Authority (FSA)**

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. Whose products do we offer?

- We offer products from a range of insurers.
- We can only offer products from a limited number of insurers.
Ask us for a list of insurers we offer insurance from.
- We only offer products from a single insurer.

3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs.
- You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

4. What will you have to pay us for our services?

- A fee
- No fee.

You will receive a quotation which will tell you about any other fees in relation to any particular insurance policy.

5. Who regulates us?

Insure & Go Insurance Services Limited of Maitland House, Warrior Square, Southend-on-Sea, Essex SSI 2JY is authorised and regulated by the Financial Services Authority. Our FSA Register number is 309572. Our permitted business is insurance mediation activities.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register/home.do or by contacting the FSA on 0300 500 5000.

6. Ownership

We are neither owned directly or indirectly by an insurance company.

7. What to do if you have a complaint

If you wish to register a complaint, please contact us:

...in writing

Write to Insure & Go Insurance Services Limited, Maitland House, Warrior Square, Southend-on-Sea, Essex, SSI 2JY

... by phone

Telephone Number: 0844 888 1591

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

8. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the Financial Services Compensation Scheme (FSCS). You may be able to get money from the scheme if we cannot meet our financial responsibilities.

Further information about compensation scheme arrangements is available from the FSCS website at www.fscs.org.uk.

InsureandGo Instant Cover Travel Insurance

POLICY SUMMARY

Please note: To activate cover you must phone 0800 089 0040 or you can activate it online at the following website www.scratchandgo.com. You will need to have the Scratch Card and till receipt to hand to enable you to validate cover. No cover can be provided unless you validate your policy prior to departure.

The purpose of this Policy Summary is to help you understand the insurance by setting out the significant features, benefits, limitations and exclusions. You still need to read the Policy Wording Booklet for a full description of the terms of the insurance, including the policy definitions. This Policy Summary does not form part of the Policy Wording Booklet.

Insurance Provider

This insurance is underwritten by Mapfre Asistencia Compañía Internacional de Seguros y Reaseguros Sociedad Anónima. 5th Floor, Alpha House, 24a Lime Street, London EC3M 7HS. Company number: FC021974. Branch Number BR008042. Trading under the name Mapfre Asistencia.

Mapfre Asistencia are authorised by Dirección General de Seguros and subject to limited regulation by the Financial Services Authority. Details about the extent of our regulation by the Financial Services Authority are available from us on request.

Purpose of the Insurance

This insurance cover provides financial protection and medical assistance for your trip.

Significant Product Features, Benefits and Exclusions

The levels of cover and excesses which apply are set out in the Table of Benefits on Page 1 of your Policy Wording Booklet. Certain Sections of your Policy carry an excess which means that you have to pay the first sum per person, per section, per incident if you claim. The excess amount varies according to the Section you are claiming under. The table below sets out the significant benefits and exclusions of your Policy. The policy includes many other benefits, conditions and exclusions. Please read your Policy Wording Booklet to make sure that the cover is suitable for you.

The Significant Conditions And Exclusions	Policy Reference
<p>Medical Conditions existing prior to purchasing or renewing this policy</p>	<p>If yourself or any person insured on your policy have, at the time of taking out this insurance (or if there is a change in your medical condition between the date you bought the policy and the date you book each trip if you are an annual policyholder), suffered from or received any form of medical advice, treatment or medication in the last 5 years for any of the following medical conditions, you will need to declare this to us by phoning 0844 888 2760. Unless accepted by us, no cover would be available should a claim arise from the condition concerned.</p> <ul style="list-style-type: none"> - any heart-related, blood circulatory or diabetic condition - any breathing condition - has had treatment or hospital consultation for any cancerous condition in the last five years - any psychiatric or psychological condition (including anxiety or depression). - and/or been referred to or seen by a hospital doctor or surgeon (other than an A&E Doctor), or needed in-patient

'Health Conditions'
page 2

and

General Exclusions
pages 10 and 11

and

Definitions 'You, your'
page 6

	<p>treatment in hospital in the last 12 months</p> <p>You must inform us of any change in your circumstances, happening after the policy has been issued and before you travel.</p> <p>No cover is available at all if at the time of taking out this insurance you or any person including those not travelling whose condition may give rise to a claim:</p> <ul style="list-style-type: none"> - are receiving or waiting for hospital investigation or treatment for any undiagnosed condition or set of symptoms - are travelling against medical advice or for the purpose of getting medical treatment abroad - have been given a terminal prognosis, which means your condition will lead to your eventual death <p>Please note that there is no cover for health conditions which could reasonably be expected to give rise to a claim.</p>	<p>General exclusions page 10 and 11</p>
Age Limits	<p>You must be 65 or under at the date you buy the policy. Please note that if you are under 18, reduced cover will apply to certain sections of the policy.</p>	<p>Important Information 'Eligible People' page 2</p>
Residency	<p>You must have lived in the United Kingdom, the Channel Islands or Republic of Ireland for at least six of the last 12 months before you bought or renewed your policy.</p>	<p>Important Information 'Eligible People' page 2</p>
Dangerous Activities	<p>You must tell InsureandGo if you plan to take part in a dangerous activity as cover may not be available. Certain activities are allowed subject to an extra premium being paid, however, these may attract an increased excess and cover may not be available under the Personal Accident and Personal Liability Sections. Please refer to the Table on pages 23-26 of the Policy Booklet.</p> <p>You may be covered when you take part in certain winter sports if you have paid to extend your cover or if you are an annual policyholder cover for 17 days winter sports is allowed within the year.</p>	<p>'Dangerous Activities' page 3 and pages 23, 24, 25 and 26</p> <p>Winter Sports pages 6, 21 and 22</p>
Law and Jurisdiction	<p>This insurance is governed by the law of England and Wales, unless we agree otherwise.</p>	<p>Important Information 'Law' page 3</p>

The Significant Covers	Significant Features and Benefits	Policy Limits and Exclusions Applying to Significant Covers	Policy Reference
Medical Expenses. Up to £10,000,000	Provides cover for costs arising in the event of illness, injury or death during the trip and where necessary the provision of emergency medical assistance.	<p>To be able to claim, the medical treatment must be required in an emergency and be unable to wait until you have returned to your home country.</p> <p>Medical cover does not apply to treatment received in your home country, England, Scotland, Wales, Northern Ireland and the Isle of Man or the final country of destination if you are on a one-way trip.</p> <p>An excess of £60 per person, per incident applies.</p>	<p>Table of Benefits page 1</p> <p>Section B – Medical and Other Expenses pages 13 and 14</p>
Cancelling or cutting short your holiday. Up to £3,000	Provides cover for travel and accommodation and excursions, tours and activities that have been pre paid or you are contracted to pay for and cannot get back if you cancel or cut short your holiday.	<p>To be able to claim, the reason why the trip is being cancelled or cut short must be necessary and unavoidable and must fall into one of the reasons listed in the Policy. For example, if a person insured under this policy becomes ill or is injured or dies.</p> <p>An excess of £60 (or £20 if only a deposit has been paid) per person applies.</p>	<p>Table of Benefits page 1</p> <p>Section A – Cancelling and Cutting Short Your Holiday pages 12 and 13</p>
Your Personal Belongings and Baggage. Up to £1,500	<p>Provides cover for your own personal luggage and valuables if they are lost, stolen or damaged during your trip. You will be expected to provide evidence of ownership and value (such as receipts) in the event of a claim.</p> <p>Please note that no cover is provided under this section for Mobile phones and their accessories, spectacles or sunglasses.</p>	<p>To be able to claim, a written report is required to support the loss/theft/damage. For example, from the local police or from the transport carrier. This must be obtained within 24 hours of discovery.</p> <p>The amount payable will include an allowance for wear and tear and loss of value.</p> <p>Your policy has a limit of £200 for each single item (this includes a pair or set).</p> <p>Your policy has a limit of £200 for valuables overall.</p> <p>Personal property must not be left unattended at any time unless in your locked accommodation.</p>	<p>Table of Benefits page 1</p> <p>Section E1 – Personal Belongings and Baggage pages 15 and 16</p> <p>Definitions 'pair or set of items' page 5</p> <p>Definitions 'Valuables' page 6</p> <p>Definitions 'You, your' page 6</p>

The Significant Covers	Significant Features and Benefits	Policy Limits and Exclusions Applying to Significant Covers	Policy Reference
		<p>Personal property left in vehicles must be in a locked boot or locked and covered luggage compartment. No cover is available for thefts from vehicles between the hours of 10pm and 8am.</p> <p>Valuables are not covered if they are left in an unattended vehicle or are outside your control in transit at any time.</p> <p>An excess of £60 per person, per incident applies.</p>	<p>General exclusions page 11 No (23 and 24)</p>
<p>Your Personal Money. Up to £500 (this includes a cash limit of £200 or £50 if aged under 18)</p>	<p>Provides cover for cash and traveller's cheques lost or stolen during your trip. You will be expected to provide evidence of ownership and value in the event of a claim (such as receipts, bank statements and cash withdrawal slips)</p>	<p>To be able to claim, cash must be kept with you at all times or be in a locked safety deposit facility.</p> <p>A written police report must be obtained within 24 hours to support the loss/theft.</p> <p>An excess of £60 per person, per incident applies.</p>	<p>Table of Benefits page 1</p> <p>Section E2 – Personal Money pages 15 and 16</p>

Period of Insurance

Your holiday or journey must begin and end in your home country, (unless you have arranged cover for a one-way trip). Cover cannot start after you have left your home country.

Cover for cancellation starts from the date you book your trip or pay the insurance premium, whichever is the later. All other sections commence when you leave your usual place of residence, or from the start date given and confirmed by the InsureandGo automated call log, whichever is the later, to commence the journey. Cover ceases when you return to your usual place of residence on completion of your journey, or at the end of the period given and confirmed by the InsureandGo automated call log, whichever is the earlier. Cover cannot start more than 24 hours before your booked departure time or end more than 24 hours after your return.

Cover is provided for trips in your home country, if you have booked accommodation for two or more nights in a row.

For one-way policies, cover ceases 24 hours after the time you first leave immigration control in your final country of destination or at the end of the period given and confirmed by the InsureandGo automated call log, whichever is earlier.

Annual Multi-Trip cover entitles you to take as many trips as you like for the 12 months your Policy is valid, provided each trip has a maximum length of 45 days. You are entitled to up to 17 days of Winter sports cover within each policy year.

'Cooling-Off' Period

If this cover is not suitable for you and you want to cancel your policy, you must write (either by e-mail or letter, which you can post or fax to the number below) to InsureandGo within 14 days of buying your policy or the date you receive your policy.

In line with the conditions below, they will refund all the premiums you have paid within 30 days of the date you write to them to ask to cancel the policy.

For all single trip policies that have an end date within one month of the date of purchase, there will be no cancellation cooling off period applicable and no refund will be payable on these policies.

If you are a single-trip policyholder whose cover ends more than one month after the date of purchase, they will not refund your premium if you have traveled or made a claim before you asked to cancel the policy.

If you are an annual multi-trip policyholder and you have traveled or made a claim before you asked to cancel the policy, InsureandGo will only refund part of the premium.

To get a refund, please contact InsureandGo by writing to:

Customer Service Department
Insure & Go Insurance Services Ltd
Maitland House
Warrior Square
Southend-on-Sea
Essex SS1 2JY.
Fax: 0844 888 1588
Email: cancellations@insureandgo.com

Claim Notification

You can make a claim by calling 0207 748 0061 or by emailing claims@insureandgo.com or by writing to:

InsureandGo Travel Claims
PO Box 5775
Southend-on-Sea
Essex SS1 2JY.

Your Right to Complain

InsureandGo always aim to provide a first-class service. However, if you are not satisfied please contact the relevant departments as shown below:

Sales Department

The Complaints Officer
Insure & Go Insurance Services Ltd
Maitland House
Warrior Square
Southend-on-Sea
Essex SS1 2JY.
Telephone: 0844 888 1591
Email: complaints@insureandgo.com

Claims Department

The Complaints Officer
InsureandGo Travel Claims
PO Box 5775
Southend-on-Sea
Essex SS1 2JY.
Telephone: 0844 888 1591
Email: complaints@insureandgo.com

We will do our very best to resolve any difficulty with you, but if we are unable to do this to your satisfaction, disputes may be referred to the Financial Ombudsman Service for review:

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR
Telephone: 0845 080 1800
Email: complaint.info@financial-ombudsman.org.uk

Financial Services Compensation Scheme

Insure & Go Insurance Services Ltd is covered by the Financial Services Compensation Scheme (FSCS). You may be able to get money from the scheme if we cannot meet our financial responsibilities.

Mapfre Asistencia is covered under the Financial Services Compensation Scheme. This provides compensation in case any of its members are unable, in specified circumstances, to meet any valid claims under their policies. 90% of the claim will be met with no upper limit. Compensation is only available to commercial customers in limited circumstances.

You can get more information by visiting the FSCS's website at www.fscs.org.uk or by writing to:

Financial Services Compensation Scheme
7th Floor Lloyds Chambers
Portsoken Street
London
E1 8BN.

The European Union Travel Directive

Under the new travel directive issued by the European Union (EU) you are entitled to claim compensation from your carrier if any of the following happen.

- 1 Denied boarding and cancelled flights**
If you check in on time but are denied boarding because there are too many passengers for the seats available or your flight is cancelled, the airline operating the flight must offer you financial compensation.
- 2 Long delays**
If a delay of two hours or more is expected by the airline, they must offer you meals and refreshments, hotel accommodation and communication facilities. If the delay is more than five hours, the airline must also offer to refund your ticket.
- 3 Baggage**
If your checked-in baggage is damaged or lost by an EU airline, you must make a claim to the airline within seven days. If your checked-in baggage is delayed, you must make a claim to the airline within 21 days of its return.
- 4 Injury and death in accidents**
If injury or death results from an accident on a flight by an EU airline, you may claim from the airline for damages.
- 5 Package holidays**
If your tour operator fails to provide the services you have booked, for example, any flights or a significant part of your booked package, you may claim for damages from the tour operator.

You can download full details from http://europa.eu.int/comm/transport/air/rights/index_en.htm

