Information for our customers and partners on COVID-19 insurance coverage

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In our **insurance products for journeys abroad** (CompleteCover, Coach/Rail/Car-CompleteCover, TravelCover and CancellationCover) as well as our **Multi Travel Insurance Policies** (Annual-CompleteCover and Annual-TravelCover), the following insurance cover is provided for COVID-19 to the extent (scope of benefits and sums insured) of the insurance product selected in each case in accordance with the EUROPÄISCHE Travel Insurance Conditions ERV-RVB 2023:

Cancellation protection with COVID-19

Cancellation costs in case you, as our customer with cancellation insurance, are unable to commence the trip,

- because you or an equivalently insured person travelling with you fall ill with COVID-19 or have a positive PCR test,
- because a close relative (*) or a person living in the same household falls ill with COVID-19 and your urgent presence is required,

(*) Close relatives are defined as spouse (or registered partner or partner living in the same household), children (stepchildren, children-in-law, grandchildren, foster children, adopted children), parents (stepparents, parents-in-law, grandparents, foster parents, adopted parents), siblings, stepsiblings and brother-in-law/sister-in-law of the insured person - in case of a registered partner or partner living in the same household, additionally his/her children, parents and siblings.

The corresponding regulations and further cases on cancellation protection in the event of epidemic and pandemic illnesses can be found in Art. 11 point 2.1.2., 2.2.3., 2.3.1 and 2.3.3. of EUROPÄISCHE Travel Insurance Conditions ERV-RVB 2023.

Health insurance coverage with COVID-19

Please regard the travel information of the Austrian Ministry of Foreign Affairs www.bmeia.gv.at. There you will find current security advice and information on COVID-19 for your destination.

In the event of a COVID-19 disease insurance cover is provided to the extent of the insured medical benefits, e.g.

- for all medical treatment costs (outpatient treatment up to 100% and inpatient treatment up to EUR 1 Mio.),
- for any additional return travel costs (up to 100%),
- for any additional accommodation costs (costs of extended stay) or additional quarantine accommodation costs (up to EUR 1,500).

The corresponding regulation of epidemic and pandemic diseases in travel health insurance can be found in Art. 23 point 1 of EUROPÄISCHE Travel Insurance Conditions ERV-RVB 2023.

All other benefits and exclusions apply in accordance with the scope of benefits and sums insured of the respective insurance product selected and the EUROPÄISCHE Travel Insurance Conditions ERV-RVB 2023.

Inquiries and availability

If you have any questions, please contact info@europaeische.at.

www.europaeische.at