



Extended warranty insurance terms and conditions

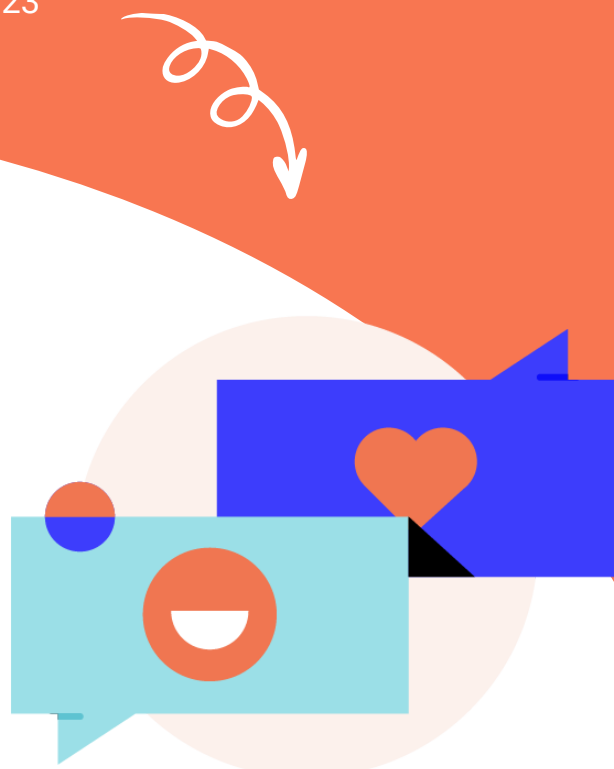
Terms No. LV-162/01
Valid from 01.09.2023

If you have any questions,
please contact Us:

- 📍 82222
- 📞 (+371) 206 82 222 (Calling from abroad)
- ✉ balcia@balcia.lv
- 🌐 www.balcia.lv
- 📱 Balcia insurance App ([App store](#) & [Google play](#))

We will pay everything due from Us, all You need
is to submit documents certifying expenses:

- ✉ atlidzibas@balcia.lv
- 🌐 www.balcia.lv
- 📱 Balcia insurance App ([App store](#) & [Google play](#))
- 📱 Citadele mobile App



DEFINITIONS

Insurer or We – Balcia Insurance SE, Reg. No. 40003159840, K. Valdemara street 63, Riga, LV-1010, Latvia.

Insured or You – at least 18 years old natural person, who has an Account and who is specified in the insurance contract by the Bank, having an insurable interest and who purchase insurance coverage via Citadele mobile application.

Policyholder or Bank – insurance intermediary, Akciju sabiedrība "Citadele banka", Reg. No. 40103303559, Republikas laukums 2A, Riga, LV-1010, Latvia, who has concluded an insurance contract in Your favour.

Sum Insured – the amount of money specified in Annex 1 of these Terms and Conditions which cannot be exceeded by the sum of the insurance indemnity (incl. the total amount of several insurance indemnities).

Account – Your existing account in Bank.

Purchase – movable property belonging to You which has been acquired anywhere in the world using the Account, excluding current assets, food, cash, values, works of art, cosmetics, perfumes, animals, plants, travellers' cheques, airline tickets, second-hand items, vehicles which are subject to compulsory registration and other items not covered by the manufactures warranty.

Citadele mobile application – a software on mobile device maintained by the Bank through which You can purchase and manage Your insurance coverage.

Third person – a person other than Bank or You.

Purchase period – not longer than 1 year period indicated in the Certificate during which You buy a Purchase.

EXTENDED WARRANTY INSURANCE

1. What is insured

Extended warranty – We will pay an insurance indemnity for any defect in the Purchase which would be covered under the manufacturer's or seller's warranty, and which occurs during the period of Extended warranty insurance.

The period of Extended warranty insurance is one year, starting on the next day when the manufacturer's or seller's warranty (which is not longer than 2 years from the date You bought the Purchase) expires for those Purchase which bought during Purchase period.

INSURANCE CONTRACT

2. Conclusion of the contract

We and the Bank have concluded an insurance contract that allows You to purchase Extended Warranty Insurance protection by Citadele mobile application.

You are entitled to become insured under the insurance contract by submitting a request via Citadele mobile application, therefore, the insurance coverage for You shall enter into force on the date indicated in the Citadele mobile application.

You have the obligation to provide Us with complete and truthful information and notify Us of other insurance contracts in effect You are aware of, which pertain to the same insurance object.

During the term of the insurance coverage, You shall inform Us immediately of any changes in the information provided to Us.

We may supplement or amend the insurance contract by written agreement with the Bank.

Approaching the expiration date of the insurance, Bank have the right to prepare and send to You a new insurance offer.

We will be honoured if you also want to continue the started cooperation. Therefore, for your convenience, we have created an opportunity to extend the insurance coverage by paying the sent offer in the specified order.



3. Insurance premium

You are required to pay an insurance premium for insurance coverage provided by Us, on the dates specified in the Citadele mobile application in accordance with the agreement on the provision of the regular payment service concluded between the Policyholder and You.

4. Termination of insurance

Through the Citadele mobile application, You have the right to submit a request for termination of insurance coverage. In such case the Purchase period will be terminated on the next insurance premium payment date, specified in the Citadele mobile application, and Purchases bought after that will not be covered by the Extended warranty insurance.

You can terminate the insurance coverage within 14 days after it comes into effect, by announcing it in through the Citadele mobile application. Insurance coverage will be terminated from its starting date and no Purchases will not be covered by the Extended warranty insurance.

The Purchase period is one year and shall be automatically prolonged for each subsequent year, except in cases when:

- You have not chosen automatic prolongation when applying for insurance,
- You have refused to that,
- Bank has notified You within 30 days prior to the prolongation that the Purchase period is not prolonged,
- Bank has notified You of the termination of the Insurance Contract with Us.

Termination of the Purchase period does not affect the Extended warranty insurance coverage for the Purchases already bought during the Purchase period.

INSURANCE INDEMNITY

5. If an insured event occurs

You shall take measures to prevent and minimize further losses, ensure that the circumstances of the event and the defected Purchase are photographed or filmed, and contact Us as soon as possible, and comply with Our instructions, if any have been given.

We will advise You on how to proceed and agree on the next steps.

By purchasing the insurance coverage, You authorize Us to establish the circumstances of the insured event by requesting and obtaining all necessary documents and information from authorities and Third persons.

In the event of defect of the Purchase, You must provide Us with Purchase receipt and the Bank confirmation of payment from Account and other information and documentation related with the insured event.

6. Calculation of insurance indemnity

We will determine the cost of buying the same type and similar quality of Purchase or the cost of restoring the Purchase to the same quality as it was immediately before the occurrence of the insured event.

In the event of defect to Your Purchase, We will pay You the insurance indemnity or the repair costs.

You can choose any repair service provider, subject to prior agreement with Us.

If the repair of Your damaged Purchase is economically justified, We will indemnify the cost of its repair. If the Purchase cannot be restored, or You do not wish to restore it, We will determine the indemnity amount according to its market value.

If only part of the Purchase price has been paid from Account, the insurance indemnity is determined in proportion to the part paid from Account.

After payment of the insurance indemnity, the salvageable remains of the damaged Purchase shall be transferred to Our possession or to Our repair partner, subject to prior agreement with Us.

7. Reduction of the insurance indemnity

We have the right to reduce the amount of the insurance indemnity payable if:

- You have received full or partial compensation from the person responsible for the damage or have been reimbursed by another person, including another insurance company;
- You are entitled to an indemnity for the same insured risk under other insurance contracts - We are entitled to pay the insurance indemnity in proportion to the ratio of the Sum insured or limit specified in the Annex 1 of these Terms and Conditions to the sum insured under the other contracts;
- The insurance indemnity for one or more risks that have occurred during the insurance period has reached the Sum Insured specified for specific risk.

8. Exceptions

We have the right to refuse to pay the insurance indemnity if:

- the defect or total destruction of the Purchase did not occur during the period of Extended warranty insurance or did not result from the occurrence of the insured risks;
- the Purchase was not bought during the Purchase period;
- the losses have occurred due to force majeure as provided for in the laws and regulations of the Republic of Latvia;
- defect to the Purchase occurred due to repairs;
- defect to the Purchase occurred due to its regular maintenance, cleaning, routine or emergency maintenance, including replacement of worn parts;
- defect to the Purchase occurred due to mechanical deterioration or breakage without the influence of external forces;
- defect to the Purchase occurred due to scratches on the surface of the object, such that the glass does not break completely, or if the scratches do not impede the use of the Purchase;
- damage to the Purchase has been caused by violation of the requirements for use set out in the manufacturer's instructions or in the laws and regulations of the Republic of Latvia;
- the Purchase was transferred for use to a Third person;
- the damage to the Purchase is the result of defects, spare parts or work covered by the manufacturer's recall;
- the defect to the Purchase due to the corruption or loss of computer files or software, as well as data stored on the device (images, documents, contact list, programs, etc.);
- damage to the Purchase due to unauthorized modification of the Purchase, such as installation of non-certified spare parts;
- the Purchase has been left unattended;
- the insured event occurred as a result of Your malicious intent or gross negligence;
- You are under the influence of alcohol, narcotic, psychotoxic or other intoxicating substances and it is causally related to the insured event, unless the alcohol concentration in the body does not exceed the prescribed norm, and the alcohol concentration is clearly indicated in the documents certifying the performed tests;
- You did not report an insured event on time and therefore We cannot determine the exact amount of expenses or damages incurred;
- You deliberately provided Us with false information or documents which materially affect the assessment of the insured risk or potential loss or having unlawfully increased the amount of loss;
- You deliberately failed to comply with the obligations set out in these Terms and Conditions.

9. Decision

A decision on the payment of the insurance indemnity will be taken and sent to You no later than 5 (five) days from the date of receipt of all documents relevant for determining the causes, circumstances and consequences of the insured event and for calculating the amount of the insurance indemnity.

DISPUTE AND COMPLAINTS HANDLING PROCEDURE

All disputes, which arise or might arise between Us and the Policyholder or You, shall be settled through negotiation. If it is not possible to settle a dispute through negotiation, You are entitled, for the purposes of protecting Your interests, to take Your dispute to the Consumer Rights Protection Centre of the Republic of Latvia (www.ptac.gov.lv), In the ombudsman of the Association of Latvian Insurers (www.laa.lv) or in court in accordance with the laws and regulations in force in the Republic of Latvia.

If You, or the beneficiary wish to make a complaint to Us, you may do so:

- by writing to the e-mail to address: balcia@balcia.lv or using the Balcia website www.balcia.lv;
- by calling (+371) 206 82 222;
- sending by mail or submitting a complaint to Balcia's central office, 63 K. Valdemāra iela Rīga, LV-1142, or any Balcia representative office.

More detailed information on how complaints are handled is publicly available on our website www.balcia.lv under "Legal Stuff".

OTHER TERMS

- Information about Our processing of personal data is contained in the Privacy Policy, which is publicly available on Our website www.balcia.lv.
- Insurance Contract Law of the Republic of Latvia shall apply to rights and obligations not provided for in these Terms and Conditions or in the Insurance Contract and to the regulation of legal relations arising out of these Terms and Conditions and out of the insurance contract;
- We are bound by national and international sanctions, so if We receive information that any of the sanctions have been applied directly or indirectly to You or the Bank, We have the right to terminate the insurance contract unilaterally and immediately. If any payment may breach the sanctions, such payment may not be made while such sanctions are in force.
- Bank receives remuneration for the distribution of insurance. Based on the information provided by You, Balcia and Bank identifies and evaluates Your needs and makes an accordingly prepared insurance offer, however, this offer should not be construed as an individual recommendation for insurance products.
- In the event of any inconsistency between the Latvian language text of these Terms and Conditions and the translation of these Terms and Conditions into any foreign language, the Latvian language text of these Terms and Conditions shall prevail and be binding on the parties.
- Supervision of the insurance market in the Republic of Latvia is carried out by the Bank of Latvia (address: K.Valdemāra iela 2A, Rīga, LV-1050, website: www.bank.lv, e-mail address: info@bank.lv).
- We will communicate information relating to the insurance to each other in any convenient way, whether by email, regular mail, telephone or through Our website or Citadele mobile application.



ANNEX 1

EXTENDED WARRANTY INSURANCE	TYPES OF PROGRAMMES	
	STANDART	PREMIUM
Sum insured (EUR)	1 000	5 000