



Balcia
INSURANCE

PURCHASE INSURANCE TERMS AND CONDITIONS

No. LV-088/01
Valid from 05.05.2023

We offer You comprehensive Purchase Insurance to provide You with security and support in case of unexpected events when Your Purchase becomes damaged or lost.

If you have any questions, please contact Us:

☎ 82222 ☎ (+371) 206 82 2222 *When calling from abroad*

✉ info@balcia.lv

🏠 www.balcia.lv

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

✉ Citadele mobile application ✉ atlidzibas@balcia.lv

🏠 www.balcia.lv

Stay safe!
Your Balcia

DEFINITIONS

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

Insured or You or Customer – 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 Purchase insurance protection in 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 favor.

Sum insured – the amount of money specified in Annex 1 of these Terms and Conditions, which cannot be exceeded 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 during the period of insurance cover anywhere in the world using the Account, excluding current assets, cash, animals, plants, travellers' cheques, airline tickets, second-hand items, vehicles which are subject to compulsory registration.

Deductible – the amount specified in the Annex 1 of these Terms and Conditions as a fixed sum or as a percentage of the amount of the loss calculated in accordance with these Terms and Conditions to be deducted from the insurance indemnity payable.

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

Relative – Your spouse or partner with whom You share the same household, also Your children and grandchildren up to and including 21 years of age, as well as Your parents.

Third person – a person other than Bank, You or a Relative.

PURCHASE INSURANCE

1. What is insured

We will pay an insurance indemnity to You for damage or loss of a Purchase caused by:

Theft – theft, whether secret or open, if committed unlawfully by Third persons:

- by entering a confined space with visible signs of an intruder - by breaking or mechanically damaging barriers or breaking locks installed to restrict unauthorized access;
- breaking, mechanically damaging or disabling security locks securing the Purchase to an immovable object, the ground or a building.

Robbery – the taking of movable property if it involves violence or a threat of violence against You.

Destruction – damage to the Purchase as a result of a sudden and unforeseen external event.

Insurance protection for each Purchase starts from the moment You receive the Purchase and continues for the next 180 days (if period of insurance cover is valid). If it is not possible to determine the specific moment of receipt of the Purchase, the Purchase is deemed to be insured for 180 days from the moment of payment for the Purchase. If the Purchase is paid for in instalments, the insurance will commence from the time of the first payment from the Account and the indemnity will be paid in proportion to the part of the Purchase paid for.

In insurance protection is also included:

Price protection – if within 30 days after the purchase of the Purchase, the price of the same product is reduced at the same seller and the price difference is equal to or exceeds 20 EUR, We will compensate the price difference.

The following cannot be used to establish a price difference:

- Gift cards, vouchers, savings programme cards or vouchers, vendor bonus programmes;
- Prices that are bundled with a service contract, special financing or additional benefit (transportation, installation, etc.);
- Prices set where the seller is insolvent, in liquidation or has gone into liquidation, the sale is linked to the reconstruction of the shop or the price is set for cash payment;
- Special campaign's (like Black Friday, Season closing, etc.), discount promo;
- Prices fixed for specific categories of customers (members of clubs or associations, etc.).

INSURANCE CONTRACT

2. Conclusion of the contract

We and Bank have concluded an insurance contract that allows you to purchase insurance protection by Citadele mobile application.

Your insurance is valid from the date indicated in the Citadele mobile application.

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

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

3. Termination of insurance

Through the Citadele mobile application, you have the right to submit a request for termination of insurance protection. Insurance protection will be terminated on the next insurance premium payment date specified in the Citadele mobile application.

You can terminate the insurance protection within 14 days after that comes into effect, by announcing it in through the Citadele mobile application. Insurance protection will be terminated from its starting date.

Upon termination of the insurance protection will refund you the unused part of the insurance premium in proportion to the remaining insurance period.

The insurance protection is valid for one year and shall be automatically prolonged for each subsequent insurance year, except in cases when:

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

INSURANCE INDEMNITY

4. If an insured event occurs

Immediately report the accident to the competent authorities (the police in case of theft, robbery or traffic accident; the fire and rescue service in case of fire; the emergency services in case of explosion, etc.), take measures to prevent and reduce damage, ensure that the circumstances of the accident and the damaged objects have been photographed or filmed, and contact Us as soon as possible.

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

By purchasing the insurance protection, 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 damage or loss of the Purchase, You must provide Us with Purchase receipt and bank confirmation of payment from Account.

- ⚠** For Price Protection insurance, You must provide us with proof of the price change: the trader's notice in print (brochure, magazine, newspaper, etc.), a printout from the trader's website, etc. Prices are compared for identical goods (manufacturers, models, years of manufacture, dimensions, colour, etc. details that may affect the price of the goods must be the same).

5. Calculation of insurance indemnity

We will determine the cost of purchasing 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 damage to Your purchase, we will pay You the insurance indemnity or the repair costs, after applying the Deduction. You can choose any repair service provider, subject to prior agreement with Us.

If the cost of restoring (repairing) the Purchase exceeds 70% of its purchase price, We have the right to replace the Purchase with an equivalent object.

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.

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.

6. Reduction of the insurance indemnity

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

- You or Relative 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 or Relative 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 sum insured or limit specified in the Annex 1 of these Terms and Conditions to the sum insured under the other contracts;
- the Sum insured, the number of claims or the limit for one or more risks occurring during one calendar year has reached the Sum insured, the number of claims or the limit for that risk.

7. Exceptions

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

- the damage or loss of the Purchase did not occur during the period of insurance cover or did not result from the occurrence of the insured risks;
- the Purchase was not acquired during the period of insurance protection;
- the accident has occurred due to force majeure as provided for in the laws and regulations of the Republic of Latvia;
- damage to the Purchase occurred due to repairs;
- damage to the Purchase occurred due to its regular maintenance, cleaning, routine or emergency maintenance, including replacement of worn parts;

- damage to the Purchase occurred due to mechanical deterioration or breakage without the influence of external forces, except during the extended warranty insurance period;
- damage 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 damage 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 unauthorised 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.

8. 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, You or the Bank, 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) or before a court in accordance with the statutory regulations in force in the Republic of Latvia. Information about the complaint's examination procedure can be found on Our website www.balcia.lv and on the Bank website www.citadele.lv.

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.
- 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.
- ☑ The laws and regulations 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;
- ☑ 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 street 2A, Riga, LV-1050, website: www.bank.lv, e-mail address: info@bank.lv).

ANNEX 1

Insurance coverage variants

PURCHASE INSURANCE

Sum Insured, EUR

Damage or loss of purchase

Price protection

	Standart	Premium
Damage or loss of purchase	1 000	5 000
Price protection	300	500

Deductible:

50 EUR deductible for the risk of damage, theft, robbery,

100 EUR deductible for electrical goods