

**COVID-19
coverage
included**

BALANCE

Safe and favorable protection for you and your family during personal travel or holiday abroad

Insurance coverage and service

Single

Family

24-hours emergency call center: +359 2 950 38 50

In case of emergency worldwide, 24 hours, 365 days per year: illness, hospitalization, medical transportation, repatriation, accident, loss of documents and money



Foreign travel health insurance

Expenses for medication, medical treatment and hospitalisation incl. medical transportation and emergency dental treatment abroad
Medical expenses due to unexpected deterioration of pre-existing illness or medical condition incl. medical transportation abroad

up to
20 000 BGN

up to
40 000 BGN

up to
2 000 BGN

up to
4 000 BGN

Additional costs for the outward travel of a family member to visit the sick

up to 100 BGN

Emergency home transportation for medical reasons

100 %

Emergency home transportation due to deterioration of pre-existing medical condition

up to
2 000 BGN

up to
4 000 BGN

Repatriations of mortal remains in case of death of the insured abroad

100 %

Funeral expenses abroad in case of death of the insured

up to 1 000 BGN

Extra return travel

Additional return travel costs in case of early or delayed return travel

up to 1000 BGN

Travel luggage insurance

Reimbursement in case of damage or loss by the carrier, robbery or theft of the luggage

up to
600 BGN

up to
1 000 BGN

Delayed luggage delivery abroad (after 12 hours)

up to
120 BGN

up to
200 BGN

Travel personal liability insurance

Personal injury and damage to property to third parties abroad

up to 10 000 BGN

Travel accident insurance

Costs for search and rescue abroad, incl. helicopter

up to 10 000 BGN

* **Max. trip duration: 31 days**

Product name:

BG Travel Protection Balance Single /age 0-65/ 2004
BG Travel Protection Balance Family /age 0-65/ 2004
BG Travel Protection Balance Single /age 66+/ 2004
BG Travel Protection Balance Family /age 66+/ 2004

Insurance scope	Premium per day for person up to 65 years of age	Premium per day for person over 66 years of age
Single, Europe	1,7 BGN	3,4 BGN
Single, Worldwide excl. USA and Canada	2 BGN	4,1 BGN
Single, Worldwide	3,6 BGN	7,2 BGN
Family, Europe	5,1 BGN	10,1 BGN
Family, Worldwide excl. USA and Canada	6,1 BGN	12,1 BGN
Family, Worldwide	10,9 BGN	21,5 BGN

* The above prices are final with included IPT (2%). Small deviations in the overall insurance premium are possible due to decimal rounding depending on the travel period, number of insured person and geographical scope

FAMILY TARIFF:

Family tariff applies to max. 2 adults and up to 5 minors /up to 21 years of age/, regardless of the degree of relationship, by naming them as co-insured persons in the policy. When insuring a family, even if 1 of the persons is above the age of 66, the tariff Family /age 66+ applies for the whole insurance contract.

BOOKING CONDITIONS:

The insurance cover shall be valid only if the insurance premium has been paid before the start of the trip from Bulgaria. Insured might be Bulgarian and foreign citizens, in case they have had their regular place of residence in Bulgaria for at least six months at the time of conclusion of the insurance contract. No insurance coverage exists for foreigners travelling to their home countries by origin.

TERMS FOR CONCLUDING A CONTRACT:

The insurance policy shall be concluded before the known start date of the trip from Bulgaria. If the date of issue of the policy and the start of insurance are identical, the insurance cover shall commence at 00:00 a.m. on the following day. Maximum duration of the trip - up to 31 days

GENERAL TERMS AND CONDITIONS:

All benefits are being offered in accordance with the General terms and conditions, which are integral part of the insurance contract and are available for download on www.allianz-travel.bg. The Insured must observe all obligations stated in the General terms and conditions. The stated premiums, coverages and benefits can not be changed. Premiums include insurance tax, no other fees are taken. Only the insured persons in the contract are subject to insurance protection.

24-HOURS EMERGENCY CALL CENTER:

In case of assistance, our 24-hours call center is at your disposal. Phone +359 2 950 38 50; Fax +43 1 525 03 999. In order to assist you in case of in-patient, out-patient treatment, extra return or medical transportation, you have to immediately inform our call center after the occurrence of the insured event. Please quote your policy number, phone number and address of your location.

MEDICAL INSURANCE ABROAD:

In case of insured event, hospitalization need or out-patient treatment, it is necessary to contact immediately our 24-hour emergency call center.

NECESSARY DOCUMENTS FOR FILING A MEDICAL CLAIM:

- * Insurance policy;
- * Booking or trip confirmation document;
- * Filled claim form for the medical expenses /provided by the insurance company/;
- * Filled document (report/statement) by the treating doctor or the hospital containing the data of the patient; * information about appointed examinations, diagnosis or other relevant information about the treatment or the examinations;
- * Original invoice, receipt, or other relevant payment document issued by the doctor or the hospital, confirming the expenses;
- * Medical results stating the need of medical transportation /if needed/;
- * Other invoices or payment documents part of the claimed expenses;

EXTRA RETURN TRAVEL:

In case of extra return travel needs, please inform immediately our 24-hours emergency call center.

NECESSARY DOCUMENTS FOR FILING A BAGGAGE CLAIM:

- * Insurance policy;
- * Travel document confirming the trip – ticket, boarding pass, baggage receipt or other relevant document;
- * Filled baggage claim form /provided by the insurance company/;
- * List /description/ of the luggage items - brand, age, purchase value;

* Invoice for the items value (where applicable);

* Protocol or other document issued by local authorities (in case of theft/robbery of luggage);

* Original report by the airport authorities (P.I.R.) confirming the delay or incurred damage of the luggage;

* Original invoice for purchasing replacement necessary items;

GENERAL INFORMATION AND DETAILS OF THE INSURANCE COMPANY

AWP P&C S.A., branch Bulgaria
Reg. №: 202091075
VAT №: BG202091075
Representative: Erik Andreas Heusel
Address: blvd. „Tsar Boris III“ 19B, fl.12, Sofia 1612, Bulgaria
T: +359 2 995 18 43
E: office.bg@allianz.com

AWP PC S.A., branch Bulgaria is a company registered in Bulgaria as a Branch of a Foreign Company under the provision of “Freedom of Establishment”.

Subject of activities in the following areas of Insurance:

- > 1 Accident
- > 2 Sickness
- > 8 Fire and natural forces
- > 9 Other damage to property
- > 13 General liability
- > 15 Surety ship
- > 16 Miscellaneous financial loss
- > 18 Assistance

Foreign Company: AWP P&C S.A.
Legal form: JSC
Subject: Insurance company
Register: Trade court of Paris, France
Registration Number: 519 490 080
Representative: Sirmia Boshnakova
State: European Union

Details for claim filing and claim handling:

AWP P&C S.A., branch Bulgaria
blvd. „Tsar Boris III“ 19B, fl.12, Sofia 1612, Bulgaria
T: +359 2 980 00 29
E: claims.bg@allianz.com
Working hours: 09:00 – 17:30

Details for filing a complaints, requests or recommendations to the Insurer:

AWP P&C S.A., branch Bulgaria
blvd. „Tsar Boris III“ 19B, fl.12, Sofia 1612, Bulgaria
T: +359 2 995 18 43
E: office.bg@allianz.com
Working hours: 09:00 – 17:30

Details for filing complaints against the Insurer:

Financial Supervision Commission
Str. „Budapeshta“ 16, Sofia 1000, Bulgaria
T: +359 2 9404 999
E: delovdstvo@fsc.bg
Working hours: 09:00 – 17:30

Details regarding General Data Protection Regulation /GDPR/:

dataprotection.azpbg@allianz.com