VÍS tryggingar hf.
Ármúli 3, 108 Reykjavík, 560 5000
kt. 670112-0470, www.vis.is

Léttkort - Síminn Pay

Insurance Terms GT03

This insurance is **travel insurance** for cardholders of Léttkort Síminn Pay.

The insurer is VÍS tryggingar hf., reg. no. 670112-0470, hereinafter "VÍS".

The insurance is governed by:

- These insurance terms GT03.
- The VIS general terms and conditions YY10.
- Act No. 30/2004 on Insurance Contracts.

The **terms** describe the rights and obligations of you and VÍS.

The provisions of the insurance terms take precedence over the non-mandatory provisions of law.

1. Who is insured?

1.1 The cardholder is insured.

1.2 The insurance also covers the insured's spouse, cohabiting partner and dependent children up to the age of 22.

2. When is the insurance valid?

2.1 The insurance is valid while it is active in the Síminn Pay app in accordance with the terms applicable to Síminn Pay accepted by the cardholder. The insurance must be in effect before the trip begins.

2.2 The insurance is valid for trips of up to 60 consecutive travel days from the country of residence.

2.3 The insurance covers an insured event that occurs during the insurance period.

2.4 If the consequences of an event that has resulted in loss and which occurred during the insurance period do not become apparent until the insurance has expired, VÍS will nevertheless pay compensation.

2.5 The insurance does not compensate for loss resulting from an incident that occurred before the start of the insurance period, even if the loss does not become apparent until the insurance period has begun.

3. Where is the insurance valid?

3.1 The insurance is valid anywhere in the world while travelling from the country of residence.

3.2 Notwithstanding Article 3.1, the insurance is valid during travel in Iceland if at least half of the travel expenses have been paid with the card, or accommodation has been reserved in advance and the card number has been provided for payment. These conditions must in all cases be met before departure from the insured's home.

3.3 An insured who travels for temporary work in other countries is covered in accordance with Article 3.1.

3.4 An individual who travels abroad for study is only covered on the outbound and inbound journeys.

3.5 An insured who resides outside Iceland is covered in accordance with Article 3.1 when travelling to countries other than the country of residence, but not while travelling within the country of residence.

3.6 The insurance does not cover loss resulting from accidents during travel in Iceland if the insured is entitled to compensation pursuant to the provisions of the Motor Vehicle Insurance Act.

3.7 The insurance is not valid during travel on land or water outside regular routes.

4. Insurance amounts and deductibles

4.1 The insurance amounts are shown in the following table as well as information about deductibles, unless otherwise stated in other provisions of the terms:

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Cover	Maximum amount per insured (ISK)	Limitations
Trip cancellation	400,000*	
Death compensation	9,000,000	• If the insured is under 18 years of age when injured, compensation is limited to 15% of the maximum amount. • If the insured is 60 years of age or older, the insurance amounts are the following percentages of the maximum amounts: 60-61 years 90% 68-69 years 50% 62-63 years 80% 70-71 years 40% 64-65 years 70% 72-73 years 30% 66-67 years 60% 74 years and older 20%
Disability compensation	9,000,000	• If the insured is 60 years of age or older, the insurance amounts are the following percentages of the maximum amounts: 60-61 years 90% 68-69 years 50% 62-63 years 80% 70-71 years 40% 64-65 years 70% 72-73 years 30% 66-67 years 60% 74 years and older 20% • The maximum amount applies to one accident or several accidents suffered by the insured during the same trip.
Medical expenses	16,000,000*	
Trip interruption	120,000	
Travel expenses of other parties	160,000	
Trip refund	360,000	
Luggage – adults	200,000*	• Maximum compensation in each calendar year is ISK 400,000. • Compensation for watches and jewellery is limited to 50% of the maximum amount.
Luggage – children under 18	100,000*	• Maximum compensation in each calendar year is ISK 200,000. • Compensation for watches and jewellery is limited to 50% of the maximum amount.
Purchases - adults	200,000*	• Maximum compensation in each calendar year is ISK 400,000. • Compensation for watches and jewellery is limited to 50% of the maximum amount.
Purchases – children under 18	100,000*	• Maximum compensation in each calendar year is ISK 200,000. • Compensation for watches and jewellery is limited to 50% of the maximum amount.
Delayed luggage (per hour/maximum)	2,400/24,000	• The waiting period is 8 hours. • Compensation is limited to three persons for each insured event. Compensation is paid for persons aged 16 and older, unless children are travelling without the accompaniment of guardians.
Liability insurance	40,000,000*	• The maximum amount applies to each individual insured event.

* The deductible is ISK 25,500 for each insured person.

4.2 If the same insured event involves an accident suffered by multiple persons who have Síminn Pay travel insurance, the maximum compensation paid by VÍS is limited to USD 10 million or the equivalent amount in ISK. In the event of a reduction in compensation in accordance with this provision, the reduction will be proportional, based on the compensation to which each claimant would otherwise have been entitled.

5. Trip cancellation

5.1 The insurance compensates for travel expenses that have been paid in advance or for which payment in advance has been agreed and which are non-refundable, if the

Trip cancellation applies when one of the insured is unable to make the trip due to specific reasons which you can learn more about here.

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insured is unable to travel for one of the following reasons:

a) The insured dies, suffers a serious bodily injury, becomes seriously ill, gives birth, or is placed in quarantine, provided that a medical certificate from a practising physician is submitted.
b) A close relative or a close professional associate dies, suffers a serious bodily injury or becomes seriously ill, provided that a medical certificate from a practising physician is submitted.
c) An obligation to testify in court, inability to go on the trip due to work which the insured cannot avoid under legal requirements, or travel being prevented due to official restrictions resulting from an epidemic.
d) Significant property damage to the insured's home or private business which necessitates the insured's presence.
e) A disruption causing a delay of at least 12 hours in the scheduled outbound departure of the insured's public means of transport.
f) Hijacking of the means of transport.
g) An unforeseen change in the insured's place of work.

5.2 If a special cancellation fee has been paid to a travel agent, or such fee is charged when purchasing the trip, the cancellation insurance of the relevant travel agent applies instead of this insurance.

5.3 The deductible, cf. Article 4.1, applies to each insured. However, children under 18 do not pay a deductible if travelling with an adult who is also covered by this insurance.

5.4 A medical certificate must be submitted on a form issued by VÍS for that purpose.

5.5 Compensation pursuant to this Article is paid for cancellations occurring before the insured's departure from the country of residence.

5.6 The insurance does not compensate:

a) Claims for any accident, illness or disease for which the insured has received medical care or treatment during the six months before payment of the confirmation fee. Treatment includes any form of therapy intended to improve or maintain physical or mental health, such as physician visits, use of medications, rehabilitation, counselling, consultations, special diets and alternative medical treatments. Also excluded is loss resulting from the insured undergoing treatment for which the insured was on a waiting list at the time the confirmation fee was paid.
b) Claims for any medical problems related to pregnancy that occur during the ninth month of pregnancy, or childbirth during the ninth month of pregnancy, which result in cancellation of the trip.
c) Loss resulting directly or indirectly from:
   - decisions by governmental authorities, except those concerning mandatory quarantine;
   - oversight or negligence by a party arranging transport or accommodation, or oversight by the agent responsible for arranging the trip;
   - the insured's reluctance to travel or poor financial situation;
   - expenses which a travel agency, accommodation provider or airline is liable to pay;
   - changes to the planned summer vacation period;
   - additional charges imposed by a travel agency which increase the basis of the price schedule.
d) Loss due to failure to notify the travel agency or the party arranging transport or accommodation that it has become necessary to cancel the trip.
e) Loss incurred because the insured did not check in for departure in accordance with the itinerary, and no change to the scheduled departure time has been confirmed by the airline or travel agency.
f) Loss due to an aircraft or ship being withdrawn from service, temporarily or otherwise, at the recommendation of a public authority.
g) Loss due to strike action where it was known, at the time the confirmation fee was paid, that the strike would commence before departure.
h) Loss due to financial difficulties or bankruptcy of travel agencies or other such parties arranging passenger transport.

6. Accident during travel

Compensation for an **accident during travel** is only paid in the event of death or permanent disability.

6.1 VÍS pays compensation for an accident suffered by the insured while travelling during the insurance period if it results in death or permanent medical disability within 24 months from the date of the accident.

6.2 Death compensation is paid to the beneficiary according to the second and third paragraphs of Article 100 of Act No. 30/2004 on Insurance Contracts.

6.3 In the event of the insured's death which leads to a claim for compensation against VÍS, VÍS reserves the right to have an autopsy performed at its own expense.

6.4 The insurance compensates for permanent disability ranging from 16% to 100%, in accordance with the following table:

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Injury	Disability percentage	Injury	Disability percentage
Total, permanent loss of vision, in one or both eyes.	100%	Total, incurable loss of cognitive function.	100%
Loss of hand at or above the wrist.	100%	Total, incurable paralysis.	100%
Total, permanent paralysis of one or both hands.	100%	Total, incurable deafness.	50%
Loss of leg at or above the ankle.	100%	Total, incurable deafness in one ear.	30%
Total, permanent paralysis of one or both legs.	100%	Loss of thumb of the dominant hand.	20%

6.5 Other permanent disability of 16% or more are also compensated. Such compensation is based on an assessment taking into account the Disability Committee's tables (Örorkunefnd) for loss of amenity. Occupation or capacity for work is not taken into account.

6.6 The insurance does not compensate for loss or damage resulting directly or indirectly from:

a) Participation in driving sports or the use of motorcycles, whether the insured is a driver or passenger. The restriction concerning motorcycles does not apply, however, to the use of a light motorcycle rented during travel covered by this insurance.

b) Participation in competitions or training in preparation for competitions in any sport, except in the case of children under 18 years of age.

c) Flight, other than a paid passenger flight with a registered air carrier holding the required permits.

d) Suicide, self-inflicted injuries, fist-fights, participation in a criminal act, misuse of medication, consumption of narcotics or alcohol, or sexually transmitted diseases.

e) Any form of mountain climbing, rappelling, parachute jumping, hot-air ballooning, bungee jumping, hang gliding, glider flying, kayaking, sailing in boats down rivers and waterways with strong currents, scuba diving or other underwater or underground activities, horse racing and/or activities comparable or related in nature to any of the above.

7. Medical expenses during travel abroad

7.1 If the insured is injured, becomes ill or dies while travelling abroad, the insurance compensates:

7.1.1 Medical expenses:

a) For physician and specialist care, hospitalisation, nursing, medication and treatment in accordance with a medical certificate from the relevant healthcare institution.

b) For necessary procedures undertaken with the approval of SOS International or VÍS which cannot be postponed until the insured returns to the country of residence.

c) For dental treatment due to a verifiable accident or to relieve suffering.

7.1.2 Expenses for medical transport in the country where the accident or illness occurs, in consultation with SOS International.

7.1.3 Additional expenses for a necessary extended stay and return travel, in consultation with SOS International or VÍS.

7.1.4 Expenses for transporting the insured's remains to Iceland or the country of residence.

Serious accidents or illnesses must be notified to SOS International as soon as possible. SOS International emergency services are available 24 hours a day, all year round.
Telephone in Denmark (45) 3848 8080.
Email sos@sos.eu.
Website www.sos.eu

7.2 The insurance does not compensate:

a) Expenses paid pursuant to a reciprocal agreement on medical insurance.

b) Expenses for treatment or follow-up treatment in Iceland or the country of residence.

c) Expenses for any accident, illness or disease for which the insured has received medical care or treatment during the six months before payment of the confirmation fee. Treatment includes any form of therapy intended to improve or maintain physical or mental health, such as physician visits, use of medications, rehabilitation, counselling, consultations, special diets and alternative medical treatments.

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d) Expenses for any medical problems related to pregnancy that occur during the ninth month of pregnancy or childbirth during the ninth month of pregnancy.
e) Loss that can be attributed to the fact that the insured could expect to give birth before returning home or within two months of the return date.
f) Loss that can be attributed to the insured travelling against the advice of a practising physician or for the purpose of seeking medical treatment abroad.
g) Medical bills submitted more than twelve months after the insured event.
h) Loss resulting directly or indirectly from participation in driving sports or the use of motorcycles, whether the insured is a driver or passenger. The restriction concerning motorcycles does not apply, however, to the use of a light motorcycle rented during travel covered by this insurance.
i) Expenses for an accident occurring during participation in competitions or training in preparation for competitions in any sport, except in the case of children under 18 years of age.
j) Loss resulting directly or indirectly from flight, other than a paid passenger flight with a registered air carrier holding the required permits.
k) Loss resulting directly or indirectly from suicide, self-inflicted injuries, fist-fights, participation in a criminal act, misuse of medication, consumption of narcotics or alcohol, or sexually transmitted diseases.
l) Loss resulting directly or indirectly from any form of mountain climbing, rappelling, parachute jumping, hot-air ballooning, bungee jumping, hang gliding, glider flying, kayaking, sailing in boats down rivers and waterways with strong currents, scuba diving or other underwater or underground activities, horse racing and/or activities comparable or related in nature to any of the above.

8. Travel expenses of other parties

8.1 VÍS pays necessary travel and accommodation expenses for:
a) A relative or friend of the insured who stays with the insured or accompanies the insured home on the advice of a physician and in consultation with SOS International or VÍS, due to the insured's serious accident or illness.
b) A close relative or friend of the insured from Iceland or the country of residence and back home, in consultation with VÍS, due to the insured's serious accident or illness.

9. Trip refund

Trip refund applies when the trip is interrupted, either because the insured has to return home earlier than planned or because of hospitalisation.

9.1 VÍS reimburses the insured proportionally for non-refundable travel expenses relating to the part of the trip which the insured is unable to use because:
a) The insured needs to interrupt the trip and return home in accordance with written medical advice and with the approval of VÍS and SOS International.
b) The insured needs to be hospitalised due to serious illness or a serious accident.

9.2 VÍS does not pay:
a) Compensation if the trip lasts five days or less.
b) Compensation for anyone other than the ill person and insured persons who must interrupt their trip and accompany that person home.
c) Claims for any accident, illness or disease for which the insured has received medical care or treatment during the six months before payment of the confirmation fee. Treatment includes any form of therapy intended to improve or maintain physical or mental health, such as physician visits, use of medications, rehabilitation, counselling, consultations, special diets and alternative medical treatments.
d) Claims for any medical problems related to pregnancy that occur during the ninth month of pregnancy or childbirth during the ninth month of pregnancy.
e) Loss that can be attributed to the fact that the insured could expect to give birth before returning home or within two months of the return date.
f) Loss that can be attributed to the insured travelling against the advice of a practising physician or for the purpose of seeking medical treatment abroad.

10. Trip interruption

Trip interruption applies when the insured needs to shorten a trip due to incidents that occur in Iceland or the insured's country of residence.

10.1 The insurance compensates for necessary additional expenses for return travel to Iceland or the country of residence if the insured is compelled to curtail their stay abroad due to:
a) The death, serious accident or sudden serious illness of a close relative of the insured who resides in Iceland or the country of residence.
b) Significant property damage to the insured's home or private business which necessitates the insured's presence.

10.2 The insurance does not compensate:

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a) The unused portion of travel expenses or new travel in place of the interrupted trip.
b) Expenses due to any illness or disease from which a close relative or close professional associate was suffering when the confirmation fee was paid.

11. Luggage and purchase insurance

11.1 The insurance compensates for loss or damage to personal possessions which the insured has with them while travelling or purchases while travelling from the country of residence, due to:
a) Fire.
b) Theft.
c) Burglary.
d) Robbery.
e) Vandalism.
f) Transport accident.

11.2 A condition for compensation is that:
a) The relevant authorities have been notified of theft, robbery, burglary or vandalism, and a report has been submitted to VÍS.
b) Damage in transit has been reported to the carrier immediately, and a report has been submitted to VÍS.

Make sure to take all necessary measures to prove that an insured event has occurred.

11.3 The insurance does not compensate:
a) Damage caused by moths, vermin, atmospheric conditions, weather, normal wear and tear, or damage which does not impair the utility of the insured item.
b) Damage to luggage caused by liquids, food or other contaminating substances carried in the luggage, except where a public means of transport is involved in an accident.
c) Loss due to damage to sports equipment while in use.
d) Loss resulting from confiscation or impoundment of items by customs authorities or other authorities.
e) Loss of stamps, manuscripts, documents, cash or any securities.
f) Loss due to damage to luggage while in the custody of an airline or other carrier.
g) Loss due to theft of or from luggage while in the custody of an airline or other carrier.
h) Loss of items stolen or disappearing from locked dwellings, storage facilities, motor vehicles or boats without verifiable burglary.
i) Loss of camping equipment while in use due to damage or theft, as well as loss of luggage kept in tents.
j) Loss resulting from theft or burglary which the insured has not reported to the police within 24 hours from the time it occurred or was discovered.
k) Loss due to fire, unless a motor vehicle or building has caught fire.
l) Damage to fragile items, such as televisions, stereos, video cameras, cameras, glasses, porcelain and glassware, while in the custody of a carrier.
m) Loss caused by vandalism committed by the insured, the insured's spouse or a person with whom the insured lives in a permanent relationship.

12. Precautionary rules [1]

12.1 These precautionary rules apply to Article 11 of the terms.
12.2 The insured must close and latch windows and lock dwellings, motor vehicles, boats and other places where insured items are left.
12.3 The insured must not leave insured items unattended in public places and must ensure that they are taken along when leaving a location.
12.4 The insured must ensure that insured items are packed in appropriate and adequate packaging to withstand transport.
12.5 The insured must always lock their luggage when it is not in their custody.
12.6 The insured must store bicycles indoors.

Precautionary rules are requirements that are made with the aim of preventing damage or reducing the likelihood that damage will occur. It is important to know what they are.

13. Determination of compensation

13.1 This provision applies to Article 11 of the terms.
13.2 Compensation is based on the value, on the date of loss, of a new item comparable to the item damaged. VÍS is authorised to depreciate the value of an item due to age, use and other factors that may affect its value. Depreciation may not exceed the amounts shown in the following table:

[1] See the discussion of breaches of precautionary rules in the VÍS General Terms YY10.

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Type	Depreciates	Deprecation	Maximum depreciation
Smart devices with accessories*	Every 12 months	25%	100%
Computer equipment with accessories**	Every 12 months	20%	100%
Other electronic devices with accessories	Every 12 months	20%	70%
Other	Every 12 months	10%	70%

* Smart devices with accessories are fully depreciated after two years.
** Computer equipment with accessories is fully depreciated after five years.

14. Delayed luggage

14.1 VÍS pays compensation for the purchase of necessities if the insured does not receive their luggage upon arrival at the destination due to delay or mishandling.

14.2 Compensation is paid for each insured person aged 16 and older. However, compensation is paid for children under 16 years of age if they are travelling without the accompaniment of guardians. Compensation is limited to three persons for each insured event.

14.3 Compensation is paid after the waiting period specified in Article 4.

14.4 A condition for compensation is that the insured submits to VÍS a confirmation from the carrier clearly stating the duration of the delay.

14.5 VÍS does not pay compensation:

a) For delayed luggage when the insured is returning home.
b) If the delay results from the insured having scheduled insufficient connecting time compared with the minimum time required by the relevant airline or airport, and a note to that effect is made on the travel booking.

15. Liability insurance

15.1 The insurance compensates:

a) Bodily injury or property damage to a third party resulting from conduct of the insured for which the insured is legally liable.
b) b) Costs and expenses incurred by a third party which may be recovered from the insured under either Icelandic law or the law of the country where the accident, loss or damage occurred.
c) c) Legal fees and other costs and expenses incurred by the insured due to loss or damage which VÍS has agreed to compensate.

The insurance does not cover damage that the insured causes to himself or other insured persons.
The term **"third party"** in this context refers to a person who is not covered under this insurance.

15.2 The insurance does not compensate for loss or damage resulting from or related to:

a) Ownership, right of disposal over or use of motorised vehicles.
b) Employer's liability, contractual liability or liability towards a close relative of the insured.
c) Liability for animals belonging to the insured or in the insured's custody or care.
d) Any vandalism committed intentionally.
e) Liability arising from commerce, business or professional activity.
f) Liability arising from ownership of land or buildings.
g) Use of firearms, parachute jumping, glider flying, hang gliding, hot-air ballooning, organised sports or professional activities that may be regarded as life-threatening.
h) Items belonging to third parties that are damaged or lost while in the insured's custody.

15.3 The insured must consult VÍS regarding their legal position if a claim for damages is made against them in respect of loss or damage which they are alleged to have caused.

15.4 The insured may not acknowledge liability or enter into agreements on compensation without the approval of VÍS. An acknowledgement of liability by the insured binds only the insured and not VÍS.

15.5 VÍS acts on behalf of the insured, directs all legal proceedings and conducts court proceedings where necessary. The same applies to claims for salvage or assistance fees.

16. Cost of obtaining documentation

16.1 The insured must, at their own expense, provide all documentation which VÍS may require to assess its liability and pay compensation.

17. Conduct of others

17.1 In determining liability for compensation, VÍS is entitled to rely on the conduct of the insured's spouse and any person with whom the insured lives in a permanent

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relationship.[2]

18. Special limitations

18.1 VÍS does not compensate for loss caused by volcanic eruptions, earthquakes, landslides, avalanches, floods or other natural disasters.

19. Definitions

19.1 In these terms, the following definitions apply:

a) "Accommodation expenses" means accommodation, travel expenses and other necessary expenses as assessed by VÍS. Food expenses are not considered accommodation expenses.

b) "Country of residence" means a country in which the insured: a) has registered legal domicile; b) resides for the purpose of study or work; or c) has lived continuously for at least 180 days.

c) "Travel expenses" means fare and accommodation expenses.

d) "Transport accident involving items" means an event in which a public means of transport is involved in an accident and this causes loss or damage to insured items. It also means loss or damage to items in the custody of a carrier.

e) "Card" means, for the purposes of these terms, a credit card with travel insurance included pursuant to an agreement between VÍS and Síminn Pay.

f) "Cardholder" means the holder of a valid Léttkort issued by Síminn Pay.

g) "Light motorcycle" means a motorcycle with an engine size for which no driving licence is required.

h) "Spouse" means a person who: a) is married to the insured or in a registered partnership with the insured; b) is in registered cohabitation with the insured; or c) has the same registered legal domicile as the insured and where the cohabitation has demonstrably lasted for at least one year, or the parties have a child together.

i) "Close professional associate" means a person for whom the insured acts as a substitute or a co-owner in a business operation.

j) "Close relative" means a person closely related to the insured or the insured's spouse, or who is part of the immediate family, such as a spouse, child, stepchild, foster child, parent, stepparent, parent-in-law, child-in-law, grandparent, grandchild, sibling, sibling's spouse, spouse's sibling, or spouse's grandparent.

k) "Síminn Pay app" means a solution offered by Síminn Pay in the form of an application available on Google Pay and the App Store.

l) "Accident" means a sudden external event which causes bodily injury to the insured and occurs without the insured's intention.

m) "Insured" means the person entitled to claim compensation, should such entitlement arise.

The information provided on the right margin is for the guidance of customers only and is not part of the terms themselves and is not intended to be used for interpreting specific clauses of the terms.

This is a translation of the authoritative Icelandic text. In the event of any discrepancies between the translation and the original Icelandic text, the original text shall prevail.

[2] According to Article 29 of Act No. 30/2004 on Insurance Contracts.