

**COVID-19  
coverage  
included**

# MULTITRIP

## with Trip cancellation

Protection throughout the whole year for all your trips worldwide with included Autoassistance in Europe and Trip cancellation coverage

### Insurance coverage and service

Up to 65 years	Over 66 years
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#### 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	up to 100 000 BGN
Medical expenses in case of unexpected deterioration of pre-existing illness or medical condition abroad	up to 10 000 BGN
Additional costs for the outward travel of a family member to visit the sick.	up to 1 000 BGN
Accommodation costs for a relative to visit the sick	up to 500 BGN
Additional costs for onward journey of the insured	up to 500 BGN
Shipment of medicaton	up to 100 BGN
Emergency home transportation due to medical reasons	up to 100 000 BGN
Emergency home transportation due to deteriorration of pre-existing medical condition abroad	up to 10 000 BGN
Repatriations of mortal remains in case of death of the insured abroad	up to 5 000 BGN
Funeral expenses abroad in case of death of the insured	up to 1 000 BGN

#### Travel accident insurance

Costs for search and rescue abroad, incl. helicopter	up to 10 000 BGN
Compensation in case of disablement/death of the insured due to accident abroad	up to 5 000 BGN

#### Travel luggage insurance

Reimbursement in case of damage or loss by the carrier, robbery or theft of luggage	up to 3 000 BGN
Delayed luggage delivery abroad (after 12 hours)	up to 600 BGN

#### Extra return travel

Additional return travel costs in case of early or delayed return travel	up to 10 000 BGN
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#### Motor vehicle mobility cover (Europe, incl. residence country)

Repair on spot/ towing of the vehicle	up to 700 BGN
Vehicle and passanger repatriation, hotel accommodation or replacement vehicle for onward journey	up to 2 500 BGN

#### Trip cancellation

Reimbursement of cancellation costs due to a reason stated in the general terms & conditions.	up to 3 000 BGN
The costs of booked, but unused travel services	up to 2 000 BGN

#### Delay cover

Reimbursement in case of the non-culpable failure of the flight/departure within the scope of the booked travel package.	up to 1000 BGN
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#### Travel personal liability insurance

Personal injury and damage to property to third parties abroad	up to 150 000 BGN
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#### Insurance premium:

143 BGN	287 BGN
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#### Product name:

BG Multitrip with cancellation /age 0-65/ 2004

BG Multitrip with cancellation /age 66+/ 2004

## VALIDITY:

The annual policy shall apply for every trip within the insurance year with a maximum duration of 42 days per trip. The insurance scope includes Worldwide and Bulgaria, excluding the lines "medical insurance", "travel accident insurance" and "private travel liability", which only cover insured events abroad. Autoassistance cover shall apply for vehicles up to 10 years of age and mass up to 3.5 t., for the entire duration of the insurance contract in Europe incl. the state of residence.

\* **Europe** – all European countries, incl. Russian and Turkey;

\* **Worldwide** – worldwide, excluding some countries pointed;

## 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.

## 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](http://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: str. „Srebarna“ 16, fl.8, Sofia 1407, Bulgaria  
T: +359 2 995 18 43  
E: [office.bg@allianz.com](mailto: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 Suretyship
- > 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: Sirma Boshnakova  
State: European Union

## Details for claim filing and claim handling:

AWP P&C S.A., branch Bulgaria  
str. „Srebarna“ 16, fl. 8, Sofia 1407, Bulgaria  
T: +359 2 980 00 29  
E: [claims.bg@allianz.com](mailto: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  
str. „Srebarna“ 16, fl.8, Sofia 1407, Bulgaria  
T: +359 2 995 18 43  
E: [office.bg@allianz.com](mailto: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](mailto:delovdstvo@fsc.bg)  
Working hours: 09:00 – 17:30

## Details regarding General Data Protection Regulation /GDPR/:

[dataprotection.azpbg@allianz.com](mailto:dataprotection.azpbg@allianz.com)