

Insurance Product Information



Gold Account
Insurance Product Information Documents



NatWest
International

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Insurance Product Information Documents

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The Gold account comes with a range of insurance policies that could cover you and your family.

Important Information – Please review the Insurance Product Information Documents below to ensure our policies fully meet your needs and the cover is right for you.

Please read this document carefully. This document does not form part of a contract between us.

For full details of cover, please refer to the Gold account Travel Insurance, Car Rental Loss Damage Waiver Insurance and Private Motor Excess Insurance guides.

Total Price to be Paid

There is no separate charge for these insurance policies.

Communications

This document and all future communications with you will be in English.

Complaints

If you need to make a complaint, please refer to the Gold account Insurance documents on how you can do this.

Travel Insurance

Insurance Product Information Document

Company: AWP P&C SA, registered office 7 Rue Dora Maar, 93400 Saint-Ouen, France.

Registration no. 519490080 RCS, authorised by L'Autorité de Contrôle Prudential et de Résolution in France and subject to limited regulation by the Financial Conduct Authority and the Prudential Regulation Authority.

Product: NatWest International Gold Account Travel Insurance Policy

This document only provides a basic summary of policy cover. The full terms and conditions of the contract are shown on the policy document, which you should read carefully to ensure you have the cover you need.

What is this type of Insurance?

This is travel insurance which covers you while travelling, for various events such as: medical emergencies; delayed or missed departures; cancelling or cutting short your trip; delayed possessions and lost or stolen possessions.



What is Insured?

Key covers

- ✓ **Cancelling / cutting short your trip** - Loss of pre-paid travel and accommodation expenses.
- ✓ **Emergency medical expenses** - Hospital fees, repatriation, in-patient benefit, funeral and dental costs incurred if taken ill or injured on your trip.
- ✓ **Loss of travel documents** - Costs to obtain temporary documents on your trip.
- ✓ **Delayed baggage** - Costs to replace essential items temporarily lost by the transport provider on your outward trip.
- ✓ **Baggage** - Items lost, stolen or damaged on your trip.
- ✓ **Personal money** - Money, travellers cheques and travel tickets lost, stolen or damaged on your trip.
- ✓ **Personal accident** - Compensation if you die, lose your sight or limb or are unable to ever work again following an accident on your trip.
- ✓ **Missed departure / connection** - Extra transport and accommodation costs to continue your trip, if you miss your outbound or return transport.
- ✓ **Delayed departure** - A benefit after a major delay to outbound or return transport at the departure point. Alternatively the costs to abandon your trip on the outbound leg only.
- ✓ **Personal liability** - Costs for damage you cause to a third party or their property (including your trip accommodation if not owned by you, a family member or friend).
- ✓ **Winter sports** - Loss of ski pack costs; lost, stolen damaged or delayed ski equipment; piste closure and avalanche closure.
- ✓ **Golf cover** - Lost, stolen, damaged or delayed golf equipment and loss of green fees.

The following cover is also included, unless your account is held with NatWest International in Gibraltar:

Legal expenses - Legal costs and representation, to pursue a compensation claim against a negligent third party responsible for your death, injury or illness.



What is not insured?

- ✗ Claims where you cannot provide sufficient supporting evidence.
- ✗ Taking part in activities where there is an increased risk of injury, unless we have agreed otherwise.
- ✗ More than the maximum benefit limits (and sub limits when these apply) shown in each section.
- ✗ The policy excess that is applicable to each person, section and/or claim.
- ✗ Claim circumstances you were aware of before your policy was issued or trip was booked (whichever is the later).
- ✗ Claims that are caused as a direct or indirect result of something you are claiming for such as loss of earnings as a result of being delayed in returning.



Are there any restrictions on cover?

- ! Cover is only available to the account holder, their partner and dependent children. Guests travelling with the account holder can be covered at an extra premium.
- ! Cover will only continue for as long as you remain a NatWest International Gold Account holder.
- ! Claims relating to existing medical conditions may be excluded.
- ! Your policy may contain a limit on the age of the insured persons and certain levels of cover may be restricted according to their age.
- ! There is a limit on the length of the trip that can be covered. If the trip involves winter sports, this limit can be increased by paying an extra premium.
- ! There are General Conditions that you have to meet for cover to apply.
- ! General exclusions apply to the whole policy and each section contains exclusions specific to that section.



Where am I covered?

- ✓ Cover applies in any worldwide country. However, cover within your home country will require you to have pre-booked accommodation.

You will not be covered if you travel to a country or region where the Foreign and Commonwealth Office has advised against all travel or all but essential travel. For further details, visit [gov.uk/foreign-travel-advice](https://www.gov.uk/foreign-travel-advice)



What are my obligations?

- Answer any pre-sale questions as truthfully and accurately as possible.
- Read your policy carefully to ensure you have the cover you need.
- Tell us as soon as possible if there are any changes to your circumstances that may affect your cover, or if it is likely you will need to make a claim.
- You should take reasonable care to protect yourself and your property against accident, injury, loss and damage and to minimise any claim.



When and how do I pay?

Travel insurance is automatically provided as part of your bank account package.

If you would like to arrange an endorsement to your policy, contact Allianz Global Assistance, 102 George Street, Croydon, CR9 6HD or telephone **UK +44 (0)23 9267 6060** before you begin your trip. You will be advised of your payment options.



When does the cover start and end?

The standard insurance cover applies to trips you take while you are a NatWest International Gold Account holder.

The cover for any endorsements apply when payment is made for them, for the period shown on the endorsement.



How do I cancel the contract?

The standard travel cover is a mandatory policy and has no surrender value.

If you have paid for any policy endorsements, you have 14 days from the date of receiving your policy documents, to ensure that they meet your requirements.

If you wish to cancel the contract during this period, you should contact Allianz Global Assistance, 102 George Street, Croydon, CR9 6HD or telephone **UK +44 (0)23 9267 6060**.

Your premium will be refunded in full, although if you have travelled, made a claim or intend to make a claim, we will recover the costs for providing these services.

You may still cancel the contract after this 14 day cancellation period but no refund will be made.

Car Rental Excess Insurance

Insurance Product Information Document

Company: White Horse Insurance Ireland dac.

Registered in Republic of Ireland. Registration No: 304065. Authorised and Regulated by the Central Bank of Ireland

Product: NatWest International Gold Account Car Rental Excess Insurance Policy

This Insurance Product Information Document is intended to provide a summary of the main coverage and exclusions of your Car Rental Excess Insurance policy. This document is not personalised. A copy of the full terms and conditions of your cover will also be provided to you in your Insurance Guide.

What is this type of insurance?

This policy is a Car Rental Excess Insurance policy that provides Loss Damage Waiver cover for each insured person as summarised under the "What is insured" section below.



What is Insured?

✓ Loss Damage Waiver Insurance

The insurers shall indemnify you, if named on the rental agreement, during a period of rental for specific damage incurred up to £50,000 for losses incurred as a result of damage, fire, vandalism, theft or loss of use of the rental vehicle issued for business or pleasure when such vehicle is rented and operated from a licensed rental agency and you have declined the rental company's loss damage waiver or any similar provision, or where such coverage does not extend to the terms of this cover.

✓ Lock-out

In the event that a named Gold account holder unintentionally locks their keys in the rental vehicle, the costs incurred up to a maximum of £50 to open the car will be reimbursed. The rental company must approve the locksmith.

✓ Restitution of holiday

If the car rental is cancelled or cut short on the advice of a medical practitioner, this policy will provide a benefit of £20 (or equivalent in local currency) per day (up to a maximum of £200).

✓ Drop-off charges

In the event of there being no named Gold account holder on the rental agreement form, to return the rental car to the originating car rental station following an accident/illness, for which hospitalisation takes place, the policy will indemnify the Beneficiary up to but not exceeding £200 to pay for drop-off charges incurred through the car rental company.



What is not insured?

- ✗ Automobiles or other vehicles which are not rental vehicles.
- ✗ Claims or incidents which may give rise to a claim not notified direct to the claims office in writing within 31 days of the expiry of the insurance.
- ✗ Expenses assumed, waived or paid by the rental agency or its insurers.
- ✗ Losses arising out of illegal activities.
- ✗ Losses occurring from driving vehicles on safaris or adventure trails.
- ✗ Operation of the vehicle in violation of the terms of the rental agreement.
- ✗ Persons who are not permitted to drive or who are not named on the rental contract.
- ✗ Rental of a vehicle with a retail purchase price in excess of £50,000.
- ✗ Rentals that are for more than 31 days' duration.
- ✗ The rental of any vehicle which at its first date of registration is more than 20 years old.
- ✗ The rental of certain vehicles namely: motorhomes, camper vans, trailers, caravans, trucks, factory altered vehicles, commercial vehicles, vans or vehicles with more than nine seats.
- ✗ War, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority.
- ✗ Wilfully self-inflicted injury or illness, alcoholism or the use of alcohol or drugs and self-exposure to needless peril.



Are there any restrictions on cover?

- ! You must be older than 21 years and younger than 85 years of age.
- ! To be fully protected under this policy, you must be a Gold account holder at the date of the accident.
- ! If you were covered by any other insurance for the excess payable following the incident, which resulted in a valid claim under this policy, the insurer will only pay our proportionate share of the claim.
- ! If you make a claim under this policy that is found to be false or fraudulent in any way, the policy is void and any claim will not be paid.
- ! Upon surrender, cancellation or termination of your Gold account, the benefits under this policy will no longer be available to you.
- ! A family member means a partner and dependent children aged 21 to 23 years of age and who are in full time education.
- ! The Insurance is held by The Royal Bank of Scotland Limited trading as NatWest International and we are the only policyholder and only The Royal Bank of Scotland Limited have direct rights under the contract of Insurance against White Horse Insurance Ireland dac. These rights are held for the benefit of (and in trust for) Account holders and other Beneficiaries.
- ! Cover under Car Rental Excess Insurance is provided for the rental of one vehicle (as defined above) at any one time which may be driven and operated by those as detailed on the vehicle rental agreement, the lead name of which must be an Account holder, during the rental period.
- ! Cover will take effect from the time you take legal control of the rental vehicle and will cease at the time the rental company assumes control of the rental vehicle whether at its business location or elsewhere. Losses are limited to costs which would have been waived had you paid the Loss Damage Waiver or similar.
- ! Car Rental Excess Insurance is designed to meet the needs of those Account holders who rent a vehicle for periods of up to 31 days.



Where am I covered?

- ✓ This loss damage waiver insurance shall apply to losses that occur during the trip rental period on a worldwide basis.



What are my obligations?

- You must take reasonable steps to safeguard against loss or additional exposure to loss
- The insured drivers must hold a valid UK or internationally recognised driving license.
- You must allow the insurer to have the right to approach any third party in relation to your claim.
- All Certificates, information and evidence required in support of your claim shall be furnished at your expense.
- Except with the written consent of the insurers, no person is entitled to admit liability on their behalf or to give any representations or other undertakings binding upon them. The insurers shall be entitled to the absolute conduct, control and settlement of all proceedings arising out of or in connection with claims in your name.
- The Insurers may at their own expense take proceedings in your name to recover compensation from any third party in respect of any indemnity provided under this policy and any amounts so recovered shall belong to the insurers and you shall render all reasonable assistance to the insurers.



When and how do I pay?

This Insurance benefit is included in your Gold account and you do not pay separately for this Cover.



When does the cover start and end?

Upon surrender, cancellation or termination of your Gold account, the benefits under this policy will no longer be available to you. As this benefit may continue for more than a year, you should review it periodically to ensure that cover remains adequate.



How do I cancel the contract?

This Benefit stays in force for as long as you have a valid Gold account and is only cancellable within the first 14 days after having taken out the account, providing there has been no valid Claim.

Private Motor Excess Insurance

Company: White Horse Insurance Ireland dac.

Registered in Republic of Ireland. Registration No: 304065. Authorised and Regulated by the Central Bank of Ireland

Product: NatWest International Gold Account Private Motor Excess Insurance Policy

This Insurance Product Information Document is intended to provide a summary of the main coverage and exclusions of your Private Motor Excess Insurance policy. This document is not personalised. A copy of the full terms and conditions of your cover will also be provided to you in your Insurance Guide.

What is this type of insurance?

This policy is a Private Motor Excess Insurance policy that provides cover for each insured person as summarised under the “What is insured” section below.



What is Insured?

Private Motor Excess Insurance

- ✓ If your private motor insurance policy pays an 'at fault' claim that exceeds your stated policy excess, the insurer will refund the excess applied, up to the maximum policy limit.
- ✓ The aggregate limit under this policy is £3,000. This means that you can claim up to a total of £3,000 under this policy during the period of insurance. An aggregate limit means the maximum amount payable in the period of insurance.
- ✓ If you are responsible for and pay an excess following a successful claim up to a maximum policy amount during your policy period of £3,000.
- ✓ Once the aggregate limit has been reached, this policy is automatically cancelled and you are then liable for all and any future excess payments as defined within your private motor insurance policy, until your private motor insurance policy is renewed and then your aggregate limit of £3,000 is reinstated.
- ✓ Cover is provided for the excess that you are responsible for following the successful settlement of any loss, destruction or damage for your private motor vehicle under your private motor insurance policy in respect of claims arising as a result of accidental damage, fire, theft, or vandalism.
- ✓ Where you were at fault the claim will be settled when the insurer is in receipt of the settlement letter from your private motor insurer.
- ✓ For claims where you are deemed either partially at fault or not at fault, if your excess is not recovered from the third party within 6 months from the of incident, the insurer will reimburse any excess payment for which you have been made liable up to the annual aggregate limit insured under the policy.
- ✓ Cover will only operate when the excess of your private motor insurance policy is exceeded and following a successful claim payment to you.



What is not Insured?

- ✗ Any claim under your private motor insurance policy which occurred prior to the period of insurance as shown on your private motor certificate of insurance that you were aware was an imminent claim.
- ✗ Any claim notified to the insurer more than 31 days following the successful settlement of your claim under your private motor insurance policy.
- ✗ Any contribution or deduction from the settlement of your claim against your private motor insurance policy other than the stated policy excess for which you have been made liable.
- ✗ Any claim that has been waived or reimbursed.
- ✗ Any liability you accept by agreement or contract, unless you would have been liable anyway.
- ✗ Any claim arising from glass repair or replacement to your private motor vehicle.
- ✗ Any claim arising from breakdown, towing or misfueling of your private motor vehicle.
- ✗ A claim by anyone who is not a Gold account holder, or their family member.



Are there any restrictions on cover?

- ! To be fully protected under this policy, you must be a Gold account holder at the date of the accident.
- ! This private motor excess insurance policy will continue to respond for the period of insurance or until your annual aggregate limit is exhausted; whichever comes first.
- ! Your insured name must match the name of the individual stated on Your Private Motor Insurance Policy.
- ! If you were covered by any other insurance for the excess payable following the incident, which resulted in a valid claim under this policy, the insurer will only pay our proportionate share of the claim.
- ! The insurer will only give you the cover that is described in this policy if you have complied with the terms under your private motor insurance policy and all the terms of the insurance policy, as far as they apply.
- ! If you make a claim under this policy that is found to be false or fraudulent in any way, the policy is void and any claim will not be paid.
- ! Upon surrender, cancellation or termination of your Gold account, the benefits under this policy will no longer be available to you.
- ! A family member means a partner and dependent children aged 21 to 23 years of age and who are in full time education.
- ! The Insurance is held by The Royal Bank of Scotland Limited trading as NatWest International and we are the only policyholder and only The Royal Bank of Scotland Limited have direct rights under the contract of Insurance against White Horse Insurance Ireland dac. These rights are held for the benefit of (and in trust for) Account holders and other Beneficiaries.



Where am I covered?

- ✓ This Private Motor Excess Insurance shall apply to losses that occur worldwide.



What are my obligations?

- You must take reasonable steps to safeguard against loss or additional exposure to loss
- The insured must maintain a current and valid Private Motor Insurance Policy.
- The insured drivers must hold a valid UK or internationally recognised driving licence.
- In the event that any misrepresentation or concealment is made by you or on your behalf in obtaining this insurance or in support of any claim under this insurance, the policy is voided and no refund of premium will be given.
- The Insured must let the insurer take proceedings in your name but at our expense to recover for our benefit the amount of any payment made under this policy.
- You must allow the insurer to have the right to approach any third party in relation to your claim.
- All Certificates, information and evidence required in support of your claim shall be furnished at your expense.
- Except with the written consent of the insurers, no person is entitled to admit liability on their behalf or to give any representations or other undertakings binding upon them. The insurers shall be entitled to the absolute conduct, control and settlement of all proceedings arising out of or in connection with claims in your name.
- The Insurers may at their own expense take proceedings in your name to recover compensation from any third party in respect of any indemnity provided under this policy and any amounts so recovered shall belong to the insurers and you shall render all reasonable assistance to the insurers.



When and how do I pay?

This Insurance benefit is included in your Gold account and you do not pay separately for this Cover.



When does the cover start and end?

Cover starts and coincides with the start and end dates as shown on your private motor insurance policy.

Upon surrender, cancellation or termination of your Gold account, the benefits under this policy will no longer be available to you. As this benefit may continue for more than a year, you should review it periodically to ensure that cover remains adequate.



How do I cancel the contract?

You have the right to cancel this policy. You have a statutory period of 14 days within which to cancel this policy starting on the day you open your Gold account.

As we do not charge a separate premium for this insurance you will not receive a refund should you wish to cancel.

The Royal Bank of Scotland International Limited trading as NatWest International (NatWest International). Registered Office: Royal Bank House, 71 Bath Street, St. Helier, Jersey, JE4 8PJ. Tel. 01534 282850. Regulated by the Jersey Financial Services Commission.

Guernsey business address: Royal Bank Place, 1 Glategny Esplanade, St. Peter Port, Guernsey, GY1 4BQ. Tel. 01481 703860. Regulated by the Guernsey Financial Services Commission and licensed under the Banking Supervision (Bailiwick of Guernsey) Law, 1994, as amended, the Insurance Managers and Insurance Intermediaries (Bailiwick of Guernsey) Law, 2002, and the Protection of Investors (Bailiwick of Guernsey) Law, 1987, as amended.

Isle of Man business address: 2 Athol Street, Douglas, Isle of Man, IM99 1AN. Tel. 01624 637190. Licensed by the Isle of Man Financial Services Authority in respect of Deposit Taking, Investment Business and registered as a General Insurance Intermediary.

NatWest International is the registered business name of The Royal Bank of Scotland International Limited under the Business Names Registration Act. Gibraltar business address: National Westminster House, 57 Line Wall Road, Gibraltar. Tel. 200 77737 or 200 73200. Regulated and authorised by the Financial Services Commission, Gibraltar to undertake Banking and Investment Business from 55 and 57 Line Wall Road and 1 Corral Road, Gibraltar.

The Travel Insurance is administered by Allianz Global Assistance which is a trading name of AWP Assistance UK LTD, 102 George Street, Croydon CR9 6HD and is authorised and regulated by the Financial Conduct Authority. Financial Services Register number 311909.

The insurance is underwritten by AWP P&C SA under policy no TRVNGOLD. AWP P&C SA is duly authorised in France and the United Kingdom, and subject to limited regulation by the Prudential Regulation Authority and the Financial Conduct Authority.

The Car Rental Loss Damage Waiver Insurance cover together with the Private Motor Excess Insurance is provided by White Horse Insurance Ireland dac. Suite 4, Rineanna House, Free Zone West, Shannon, County Clare, Republic of Ireland. White Horse Insurance Ireland dac. are authorised and regulated by the Central Bank of Ireland.