

Company: The National Farmers Union Mutual Insurance Society Limited.
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Regulation Authority and regulated by the Financial Conduct Authority
and the Prudential Regulation Authority (No 117664).

Product: NFU Mutual Bespoke Insurance

This document is a summary of what this type of insurance does and doesn't cover. Complete individual pre-contractual and contractual information is provided in your policy documentation.

What is this type of insurance?

Annual travel insurance for people living permanently in the UK and going on personal or business trips. The policy covers multiple trips in a year, up to 60 days for each trip, for people up to 75 years of age as standard.



What is insured?

- ✓ Medical costs as a result of injury or illness during the trip up to £5 million per person for up to 52 weeks
- ✓ Costs for cancelling, cutting short or rearranging your holiday up to £10,000 for unforeseen and unavoidable events shown in the policy wording
- ✓ Delayed departure costs up to £250, or up to £1,000 for an enforced stay or missed connection, or up to £10,000 for an abandoned trip due to the delay
- ✓ Costs to help you reach your departure point if there's a transport failure up to £1,000
- ✓ Loss or theft of money, travel tickets, passports and travellers cheques up to £2,000
- ✓ Unauthorised use of credit cards up to £10,000
- ✓ Your legal liability for injuries to others or damage to their property up to £2.5 million
- ✓ Personal accident cover for death or permanent injury up to £50,000
- ✓ Costs for transporting your body or ashes home or overseas funeral costs
- ✓ Personal legal costs up to £50,000 to help provide you, or your family living in your home, with the cost of legal representation, including an identity theft support service
- ✓ Access to a 24 hour emergency helpline.

Additional cover you can choose to pay for:

- Increased cancellation costs up to £20,000
- Winter sports cover for you and your equipment up to 30 days
- Extend the length of any trip to 90 or 120 days.



What is not insured?

- ✗ Any excess, which is the amount you'll need to pay towards a claim. Your policy documents will outline where these apply
- ✗ Pre-existing medical conditions – we won't pay any claim for any accident or illness occurring before the start of the policy unless you had already told us about them and we have not excluded them
- ✗ Costs and expenses for damage, injury and illness for trips to a country or area of a country the UK's Foreign and Commonwealth Office (FCO) have warned not to visit
- ✗ Cancellation expenses due to any illness resulting from not taking the correct vaccinations or medication before your trip
- ✗ Theft of money or credit cards from unlocked accommodation, or from an unattended vehicle unless locked away or concealed
- ✗ Certain more dangerous activities such as black water rafting, base jumping and cave diving are excluded. The full list is in the policy wording.



Are there any restrictions on cover?

- ! Family cover under this policy provides no cover for children, step-children and foster children who have reached the age of 18, unless they are between 18 and 23 and in full time education and normally live in your home
- ! Where cover includes family members aged under 16, personal accident payment is limited to £5,000
- ! Personal belongings, jewellery and watches are covered under NFU Mutual Bespoke contents insurance
- ! Lost or damaged baggage or costs for purchasing essential items if your baggage is delayed are covered under NFU Mutual Bespoke contents insurance.



Where am I covered?

- ✓ The geographical areas you've chosen to cover for a year's travel.



What are my obligations?

- You must take out cover before you travel
- Check the UK's Foreign and Commonwealth Office (FCO) website for travel advice before you book and begin your trip, which includes advice on any vaccinations you may need
- Take care to prevent any accidents, injury or damage
- Notify us of any changes to your personal circumstances as outlined in the policy wording
- Pay the premium and tell us about any claims or incidents that may lead to a claim as soon as possible
- Be honest and accurate in all the information you give us, to the best of your knowledge, and don't make a fraudulent or exaggerated claim.



When and how do I pay?

You can pay your premium as a one-off annual payment by bank transfer, cheque or with a debit or credit card. Alternatively, with prior agreement, you may pay in 12 monthly instalments by direct debit from a UK bank account at no extra charge.

In addition, we don't charge administration fees for making changes to your policy.



When does the cover start and end?

Your policy will normally run for a period of 12 months. The start and end date of your insurance cover will be stated in your policy schedule. The policy is renewable each year.



How do I cancel the contract?

You may cancel your policy at any time by calling us or writing to us. If you have not made a claim, we will refund the part of your payment that applies to the remaining cover which has been cancelled.