



ace european group

Accident & Health
100 Leadenhall Street
London EC3A 3BP
UNITED KINGDOM

www.aceeuropeangroup.com

Travel insurance - ACE Affinity Travel policies.

In recognition of the unusual circumstances and hardships imposed by the recent volcanic eruption in Iceland, ACE will include the cover and waive the relevant exclusion for Public Authority or Government Order on the cancellation, abandonment and travel delay sections of our affinity travel insurance policies. We will settle claims in line with the benefit schedule in the policy. We feel that by waiving this exclusion, we can assist you in delivering service beyond your customers' expectations.

In addition, because we place our claims handling service at the front of our customer experience, our claims department will help customers with information on how to recover costs from airlines or tour operators. Residual claim costs will be subject to our normal procedures, including policy limits and excesses.

Whilst we are able to consider claims as above for cancellation, abandonment and travel delay, we will not be extending this to the costs of course fees in respect of student travel business.

Cover will apply to customers making claims for cancellation, abandonment and travel delay under the policy in respect of loss suffered by those customers who had been due to travel between the 15th April and 21st April 2010. This does not create a precedent for any future eruptions, or any other similar events.

If you require support and assistance, you can contact our claims service by:

Tel: **0845 841 0059**

Fax: **0141 285 2901**

E Mail: **claims@acegroup.com**