

Hearing aid insurance

Insurance Product Information Document

Insurer: Great Lakes Insurance SE, UK Branch

Authorised and regulated by Bundesanstalt für Finanzdienstleistungsaufsicht
Deemed authorised by the Prudential Regulation Authority (PRA), subject to regulation by the
Financial Conduct Authority (FCA) and limited regulation by the PRA

Product: Hear Care Plan in
cooperation with Boots
Hearingcare Limited
01/2021

Intermediary: i-surance GmbH

Authorised and regulated by IHK Berlin, Germany, deemed authorised by the PRA,
subject to regulation by the FCA and limited regulation by the PRA

This sheet is only for your information about the essential content of your insurance. The complete pre-contractual and contractual information on the product is provided in other documents (hearing aid invoice and General Conditions of Insurance). To be entirely informed, please read all your documents.

What is this type of insurance? It is hearing aid insurance which protects you from financial consequences of damage or total loss of your hearing aid as a result of a specified insured event.



What is insured?

Which risks are covered?

- ✓ Damage due to a sudden or unforeseeable external event (such as drop, falling down, fire, contact with liquids) such that the hearing aid cannot be used properly;
- ✓ Loss due to theft, robbery, abandonment or misplacement;
- ✓ Material, manufacturing or technical defects outside the warranty period of the manufacturer or retailer up to a maximum 4 years after purchase of the hearing aid (for Essentials hearing aids only, Premium hearing aids' extended warranty is covered by the retailer).

What may be insured?

- ✓ Hearing aid(s)

What will be covered?

- ✓ In case of repairable damages, repair of the insured hearing aid
- ✓ In the case of loss or total damage, replacement with an equivalent hearing aid



What is not insured?

- ✗ Intentional or grossly negligent conduct;
- ✗ Damages covered by (manufacturer's) warranty;
- ✗ Knowingly false or fraudulent claim;
- ✗ Damages due to improper fitting or improper repair/intervention by unauthorized third parties;
- ✗ Damages due to improper, inappropriate or unusual usage or cleaning of the hearing aid;
- ✗ Reasonable wear and tear;
- ✗ Damages due to warlike or terrorist events and unrest of all types and natural catastrophes;
- ✗ Damages for which a third party is fully liable on the basis of statutory or contractual provisions. Claims from other insurances (e.g. statutory or private and supplementary health insurance, etc.) which also offer the same coverage;
- ✗ If international economic, trade or financial sanctions prevent the insurer from providing insurance cover or paying any claim;
- ✗ Other direct and indirect damage and losses which arise as the result of the loss or damage of your hearing aid.



Are there any restrictions on cover?

- ! In case of a repair an excess fee of £40 per insured claim and device applies.
- ! In case of a replacement the excess fee is calculated as a percentage of the hearing aid's purchase price. This is 10% in the policy's first year, 20% in the 2nd, 30% in the 3rd, 40% in the policy's 4th year.
- ! Your insurance cover ends if a claim is fulfilled by replacement.
- ! Cover unavailable to residents of the Channel Islands and Isle of Man.



Where am I covered?

- ✓ Insurance coverage applies to incidents worldwide.



What are my obligations?

- In the event of a claim, you shall notify your Boots Hearingcare store as soon as reasonably practicable;
- In case of theft, you must also report it to the police as soon as reasonably practicable;
- In the event of loss, the course of events must be stated in the claim declaration, which must be signed;
- If the insured event is eligible for benefits from a third party, you must secure your entitlement from the third party;
- If a stolen or lost hearing aid is recovered, you must notify a Boots Hearingcare store as soon as reasonably practicable and return the recovered hearing aid to the store.



When does the cover start and end?

Your insurance coverage begins with the date indicated on your insurance policy. If you sign the insurance contract at the time of hearing aid purchase, you have the right to cancel the hearing aid insurance within the initial 60 days for any reason. If you have chosen to pay your premium annually, your policy will be renewed each year for a successive period of 12 months if you pay your next insurance premium. The insurance coverage terminates automatically after 4 years or earlier if your insured hearing aid has been replaced in case of an insured and fulfilled claim.



How do I cancel the contract?

If you signed the insurance contract at the time of hearing aid purchase, you have the right to cancel the hearing aid insurance within the initial 60 days for any reason. The cancellation period begins with the conclusion of your hearing aid insurance contract or the date you receive these General Conditions of Insurance, if later. Your right to cancel will not apply if the contract was fulfilled by both parties at your request before you exercised your right to cancel. After the relevant cancellation period your insurance coverage will continue for the period relating to the premium you have paid. In addition to this you can cancel your insurance by giving at least a month's notice before the end of each successive period of twelve months. In this case, your insurance cover shall end at the last day of the respective twelve-month period. In case you made a one-off payment for four years of insurance cover and the respective premium has already been debited, we will refund you the full years remaining after cancellation. All cancellations must be requested to Boots Hearingcare by post to Boots Hearingcare Ltd, 18 Trinity Square, Llandudno, LL30 2RH, United Kingdom or by calling the hotline on **+44 (0) 0345 270 1591**.



When and how do I pay?

You can pay your insurance premium either as a one-off payment for 4 years or annually via direct debit. The price of the insurance is shown on your insurance policy. Premium payments are only possible via payment methods offered by your Boots Hearingcare store excluding finance. The annual premium per insured hearing aid depends on the hearing aid price and includes the insurance tax:

- £36 per year (£144 for 4 years) for an Essentials hearing aid;
- £66 per year (£264 for 4 years) for an Essentials + hearing aid;
- £96 per year (£384 for 4 years) for a Premium hearing aid.