

# **INSURANCE TERMS AND CONDITIONS**

## **The Klarna Card**

Valid from 1 October 2021



# Insurance Terms and Conditions

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The policyholder is Klarna Bank AB (publ), corporate ID number 556737-0431, which has taken out this insurance contract on behalf of its customers who are holders of the Klarna Card (hereinafter "the card").

The insurer for this insurance is Europæiske Rejseforsikring, A/S, Danish Central Business Register Number 62 94 05 14, through Europeiska ERV Filial, Swedish Corporate ID Number 516410-9208 hereinafter called Europeiska ERV). The supervisory authority is the Danish Financial Supervisory Authority, Finanstilsynet.

All *italicised* words are defined at the end of the insurance terms and conditions.

### 1. WHO IS COVERED BY THE INSURANCE?

The insurance is valid for you as *the cardholder*, and for members of *your family* (the insured), as well as for up to three *co-travellers* (the insured), whose *trip* or product has been paid for in accordance with the applicable conditions set out in section 2. The co-travellers do not need to be cardholders. If a trip has been booked for more than three co-travellers, it is the three youngest who are insured.

*Family members* are insured even when they are travelling on their own, if *the trip* has been paid for using the card.

The insurance is valid for private travel, not for work/business travel.

The insured must be resident in the Nordic Region and insured with the National Insurance Office in a Nordic country.

#### Activation of another cardholder's insurance

If *the cardholder* has paid for more than 50 % of *the trip* for a *co-traveller* who is not one of the above, this insurance applies to that *co-traveller*, provided that that person, on the date of purchase of *the trip*, held his or her own Klarna Card.

### 2. WHEN THE INSURANCE IS VALID

The insurance is valid during the period of validity of the card. If the card ceases to be valid, then the insurance cover also ceases at that same point. This applies even if *the trip* or product was purchased before the card ceased to be valid. This does not, however, apply to exchange/replacement cards. For those, the insurance continues to be valid in the same way as it did for the card that has been replaced.

#### 2.1 Cancellation protection

If you pay for more than 50 % of your *trip* including *additional arrangements* using your card, cancellation insurance from Europeiska ERV is included.

The insurance is valid for *trips* which cost at least SEK 1,000 per insured person, including taxes and fees.

If it is not possible to complete payment using the Klarna Card for technical reasons or other problems on Klarna's side, this insurance will still cover *the trip* as if it had been paid for using the Klarna Card. In this case, it must be supported with a certificate from the place of purchase.

For the purchase of charter/package trips, the proportion of *the trip* which has been paid using the card is calculated on the total price of the trip (i.e. deposit plus subsequent due payments).

For the purchase of *travel tickets* or *accommodation* which is not sold as a package, the proportion which has been paid for using the card is calculated separately for each item.

If only the deposit has been paid when *the trip* is cancelled, the proportion of the deposit is calculated.

The payment for *the trip* must be made using the card directly to *an organised tour operator, travel agent, transport company, organised intermediary or organised hirer*. Direct payment is on a par with payment via their payment intermediary.

#### 2.1.1 When the cancellation insurance applies

The insurance covers *trips* with a starting point in the Nordic Region.

The cancellation insurance applies from the point in time at which the deposit for *the trip* is paid or, if the deposit is not paid using the card, from the point at which final payment is made using the card, and ceases to apply on departure from the Nordic Region when you

- have passed the security control at the airport
- have shown the ticket on boarding at the ferry terminal
- have boarded the train or bus.

If you paid only for *accommodation* using the card, the cancellation insurance ceases to apply when you leave home and begin to travel to *the accommodation*.

For a single ticket, cancellation must be made before the trip which the ticket is valid for has begun. For cancellation of return trips or package trips, cancellation must be made before the trip which the first ticket is valid for has begun. For the cancellation of accommodation, cancellation must be made before leaving home to go on the trip.

#### 2.1.2 Limitations and Exclusions

- For the purchase of travel tickets or accommodation which is not sold as a package, the cancellation cover applies only to those parts which have been paid for using the card.
- Payment of a trip using gift cards, bonus points or similar is not the same as card payment.

## 2.2 Complementary Travel Insurance, 60 days

If you pay for more than 50 % of your *trip* including any *additional arrangements* using your card, complementary travel insurance from Europeiska ERV is included. Other payment methods are accepted only if payment in accordance with the above cannot be carried out. In this case, it must be supported with a certificate from the place of purchase.

The proportion of *the trip* which has been paid for using the card is calculated on the total price (i.e. deposit plus subsequent due payments).

The payment for *the trip* must be made using the card directly to *an organised tour operator, travel agent, transport company, organised intermediary or organised hirer*. Direct payment is on a par with payment via their payment intermediary.

The insurance covers *trips* with a starting point in the Nordic Region, and which were paid for before the outward journey.

### 2.2.1 When the insurance applies

When you buy a return ticket, the insurance cover applies from the time that you leave your home or another place in the Nordic Region from which the trip is starting, until the trip is finished and you have returned home – with a maximum of 60 days.

For the purchase of a single *travel ticket*, the insurance applies from the point at which you passed through the security control at the airport, showed your ticket on boarding at the ferry terminal or boarded a train or bus. The insurance ceases to apply when you have reached the destination. If you buy two single tickets, one for the outward journey and one for the return journey, the corresponding rules apply as set out below for return trips. The return journey must be paid for before the outward journey begins.

For the purchase of *accommodation* only, the insurance applies from the point at which you check-in to the accommodation until you check out.

### 2.2.2 Limitations and Exclusions

The insurance does not cover

- healthcare costs or the costs of repatriation
- business travel
- liability insurance, legal expenses insurance or assault insurance
- property you have brought with you, e.g. stolen or damaged property
- travel to areas which are subject to a travel warning from the Swedish Ministry for Foreign Affairs. The insurance will, however, remain valid for up to 14 days if you are already in the affected area when the travel warning is issued, provided that you leave the area at the first possible opportunity
- Payment of a trip using gift cards, bonus points or similar is not the same as card payment.

## 3. EXCESS

The insurance applies without an excess.

**4. SCOPE OF THE COVER**

TYPE OF LOSS/EVENT	ITEM	MAXIMUM COMPENSATION AMOUNT PER LOSS/DAMAGE EVENT
<b>Cancellation protection</b> For <i>trips</i> with a minimum value of SEK 1,000 per insured person. Covers cancellation costs for the <i>trip</i> and any <i>additional arrangements</i> in the event of acute illness, death, fire or other sudden and unforeseen event in the insured's home.	5	SEK 15,000 per insured person SEK 45,000 per card
<b>COMPLEMENTARY TRAVEL INSURANCE</b>		
<b>Delayed public transport on arrival</b> Reimbursement of additional costs which are essential and reasonable for the purposes of the trip if you are delayed at your final destination due to public transport being delayed or suspended, or if you cannot board because of overbooking.  After 4 hours delay – reimbursement against receipts After 8 hours delay – additional reimbursement against receipts	6	SEK 600 per insured, SEK 2,400 per card SEK 600 per insured, SEK 2,400 per card Total after 8 hrs: SEK 1,200 per insured, SEK 4,800 per card
<b>Delayed luggage</b> If <i>luggage</i> is delayed, additional costs which are essential and reasonable for the purposes of the trip will be reimbursed. The delayed luggage insurance does not apply to the journey home.  After 0 hours delay - reimbursement against receipts After 24 hours delay - additional reimbursement against receipts	7	SEK 2,000 per insured, SEK 6,000 per card SEK 3,000 per insured, SEK 6,000 per card Total after 24 hrs: SEK 5,000 per insured, SEK 12,000 per card

## 5 CANCELLATION INSURANCE

### 5.1 What does the insurance cover?

Reimbursement of cancellation costs if you are obliged to cancel the *trip* due to

- you suffering accidental injury, acute illness or death
- a *person close* to you suffering accidental injury, acute illness or death
- a *co-traveller* suffering accidental injury, acute illness or death
- a *person close to a co-traveller* suffering accidental injury, acute illness or death when you are travelling with that *co-traveller* alone
- a person whom you intend to visit, suffering accidental injury, acute illness or death
- fire or other unforeseen event which causes significant damage in your permanent residence.

Reimbursement will be made of cancellation costs which you must pay under the provisions adopted by a tour operator, travel agent, transport company, intermediary or hirer. The insurance also covers any *additional arrangements* which are booked and paid for in direct connection with *the trip*.

The reason given for the cancellation must be supported by certificates, e.g. a *doctor's certificate* in which it states that you are advised not to begin your trip, a police report or a death certificate. A *medical examination* must be carried out before the planned cancellation.

The amount reimbursed will be a maximum of SEK 15,000 per insured, with a maximum of SEK 45,000 per card.

### 5.2 Limitations and Exclusions

The insurance does not cover

- costs which arose because you did not cancel as soon as possible after you became aware that you could not reasonably travel.
- if *the trip* was booked against medical advice
- if the reason for the cancellation is illness or accidental injury which was known before the trip was booked. If you have symptoms, it is considered that you are aware of the illness or injury even if you have not been given a diagnosis. If you have a known illness, you may still be able to take out cancellation insurance if you were problem-free for the six months before the trip was booked. You are not counted as problem-free if you had symptoms, been hospitalised, your medication was changed or you have consulted a doctor other than for planned check-ups.
- medical consequences of cosmetic / aesthetic procedures that are not a consequence of illness / accident.

Compensation is not paid:

- due to a *co-traveller* cancelling in relation to group travel. Group travel means more than four people or more than two families who have booked a *trip* jointly to the same destination
- for the costs of visiting doctors, a doctor's certificate, medical records or similar
- for taxes and charges which are repayable by the transport company responsible.

### Please note

The insurance does not cover cancellation due to pregnancy or birth. However, the insurance covers cancellation due to unexpected illness under or as a consequence of pregnancy or birth, if the conditions for coverage under this insurance are otherwise fulfilled.

### 5.3 Precautions and Security directives

*The trip* must be cancelled immediately after the reason that you are required to cancel the trip became known.

### 5.4 The loss notification must contain the following

- Verification that *the travel/accommodation* has been paid for in accordance with the required conditions (e.g. receipts or account statements).
- Verification which shows travellers, departures and the total price of the trip (including ticket, booking confirmation or travel documents).
- Verification which shows whether the operator has repaid any part of the price/cost of the accommodation for the trip.
- Doctor's certificate, police report, death certificate or other documents which show the reason for the cancellation.

## 6. DELAY TO PUBLIC TRANSPORT ON ARRIVAL

### 6.1 What does the insurance cover?

Reimbursement will be made if you are delayed at your final destination (applies to both the outward journey and the return journey) due to *public transport* being delayed, cancelled or where you are unable to board due to overbooking and no alternative acceptable transport is available.

Reimbursement will be made of necessary and reasonable costs for meals, *accommodation* or other costs, which are essential for the purposes of the trip.

In the event of a delay of more than 4 hours, remuneration will be made of SEK 600 (receipts) per person, with a maximum of SEK 2,400 (receipts) per card.

In the event of a delay of more than 8 hours, additional remuneration will be made of SEK 600 (receipts) per person, with a maximum of SEK 2,400 (receipts) per card. In the event of a delay of more than 8 hours, remuneration will be made of SEK 1200 (receipts) per person, with a maximum of SEK 4,800 (receipts) per card.

### 6.2 Limitations and Exclusions

The insurance does not apply in the event of a delay which the transport company informed you about before you left your home or other location in the Nordic Region where the trip is to begin.

### 6.3 Precautions and Security directives

- In the event of a delay of more than 24 hours, the purchasing and the overnight stay must be at the place where the delay occurred and in immediate connection with the delay.
- The purchasing must be made in the first instance using the card.
- You must save the original receipts. Europeiska ERV may require them in connection with the claim.

#### 6.4 The loss notification must contain the following

- Receipts/verification that the trip was paid for in accordance with the required conditions (e.g. receipts or account statements).
- Verification which shows travellers, departures and the total price of the trip (including ticket, booking confirmation or travel documents).
- Receipts for purchases.
- Certificate of delay from the transport company showing the planned and actual departure time and arrival time, as well as the cause of the delay.

### 7. DELAYED LUGGAGE

#### 7.1 What does the insurance cover?

In the event of a delay to *checked-in* luggage on the outward journey, you will be reimbursed for the additional costs which are essential and reasonable for the purposes of the trip, including the cost of clothing, toilet articles and other personal accessories. Hiring is treated in the same way as purchasing.

If your luggage has not been returned to you on the arrival of the means of transport at the destination, compensation will be paid up to a maximum of SEK 2000 (receipts) per person, but with maximum of SEK 6000 (receipts) per card.

In the event of a delay of more than 24 hours, additional remuneration will be made of SEK 3,000 (receipts) per person, with a maximum of SEK 6,000 (receipts) per card. In the event of a delay of more than 24 hours, additional remuneration will be made of SEK 5,000 (receipts) per person, with a maximum of SEK 12,000 (receipts) per card.

If you have the receipts for costs which arose during the period of delay, these can be reimbursed, even if they were incurred before the time limit for the right to compensation, provided that the actual delay exceeded the time limit for the right to compensation.

#### 7.2 Limitations and Exclusions

- The insurance does not cover transport costs for collecting your luggage or making purchases.
- The insurance does not cover delayed luggage on the journey home.

#### 7.3 Precautions and Security directives

- The journey must be by *public transport*.
- The purchases must be made before the luggage is recovered and in connection with the delay.
- The purchases must be made in the first instance using the card.
- In the event of a direct subsequent connection, you must have a good margin for changing transportation.
- You must save the original receipts. Europeiska ERV may require them in connection with the claim.

#### 7.4 The loss notification must contain the following

- Receipts/verification that *the trip* was paid for in accordance with the required conditions (e.g. receipts or account statements).
- Verification which shows travellers, departures and the total price of the trip (including ticket, booking confirmation or travel documents).
- Receipts for purchases.
- A certificate of delay from the transport company (P.I.R. – Property Irregularity Report).

### 8. GENERAL TERMS AND CONDITIONS

#### 8.1 Mutual Limitations and Exclusions

The insurance does not apply in the event of loss due to illegal actions by the insured, the insured's beneficiaries or legal heirs.

Compensation is not paid for

- costs that can be reimbursed from another source according to law, other ordinance, convention, damages or where the costs have been reimbursed through other insurance.
- loss, which is directly or indirectly due to bankruptcy, public authority intervention, strike, wildcat strike, lockout or other industrial action
- the repayment which can be made by the tour operator, transport company, hotel or similar
- loss which arose due to causes which you yourself control.

The insurance does not cover losses the origin or extent of which is directly or indirectly caused by or connected with

- war, events similar to war, revolution, insurgency or riot. The insurance will, however, remain valid for up to 14 days from the date on which the disturbance broke out, provided that you leave the area at the first possible opportunity. You may not participate in war or act as a reporter or similar.
- nuclear processes or nuclear reactions, atomic fission, ionising radiation, radiation from radioactive fuel or waste or chemical or biological substances.

The insurance does not cover losses due to activities which directly contravene applicable specific or general trade restrictions, including economic and financial restrictions or special sanctions or embargoes imposed by the EU, the USA or Nordic countries, if the above have been imposed in contravention of current EU law or the law in the Nordic countries.

In addition, it may be, if international sanctions are imposed, that there are obstacles to insurers providing insurance services, including, but not limited to, payment of compensation for loss events to the injured party, or the insurer's provision of assistance may be prohibited or rendered impossible. In such cases, the insurer or the insurer's partners will offer the parties the best solution possible in the circumstances.

#### 8.2 Force Majeure

Europeiska ERV is not liable for losses which may arise if the settlement of a claim or the payment of cash compensation is delayed due to war, events similar to war, civil war, revolution or insurgency, or as a result of actions by the authorities, strike, wildcat strike, lockout, blockade or similar event.

#### 8.3 Double insurance, right of recourse and recovery

The insurance does not apply to costs or compensation for damage which have already been settled by another insurance company or credit card company. Each insurance company is, however, liable towards the insured as if that insurance company was solely liable for the loss. The insurer has right of recourse and the amount of liability shall be allocated among the insurance companies in proportion to their respective amount of liability.

When a claim is made, you are obliged to inform Europeiska ERV if any insurance policies have been taken out with other insurance providers

To the extent that Europeiska ERV has paid compensation for a loss, Europeiska ERV assumes your right to claim reimbursement from the party which is liable for the loss.

#### **8.4 Maximum compensation per insured**

If two or more cards issued by Klarna Bank AB (publ) have been used to pay for a trip, compensation will be paid once only for the same loss and to the same person.

#### **8.5 Reduction of compensation in the event of a claim**

If you deliberately brought about or exacerbated the consequences of an insured event, no compensation will be paid.

If you have brought about an insured event through gross negligence or exacerbated its consequences, or if you have failed to comply with a safety and security regulation, the compensation may be reduced, based on what is reasonable, taking account of the circumstances.

The same applies if you must otherwise be assumed to have acted or failed to act in the knowledge that this involves a significant risk of the injury or damage occurring. For example, the use of drugs, alcohol or other intoxicants in such a way that you expose yourself to the risk of injury, may mean that the rules on bringing about an insured event apply.

#### **8.6 Statutory limitation**

A loss or damage must be notified to Europeiska ERV within 10 years of the date on which the loss or damage occurred. Even if Europeiska ERV has taken a final position on the claim later than 10 years from the date on which the loss or damage occurred, you always have six months to take your case to court.

#### **8.7 The Swedish Insurance Contracts Act**

The provisions of the Swedish Insurance Contracts Act [Swedish acronym FAL] (2005:104) apply in general to this insurance.

#### **8.8 Personal data processing and disclosure of personal data**

Europeiska ERV respects your personal privacy and makes every effort to achieve a high level of security in all processing of personal data. We use your personal data only for the purposes stated when you provide your personal data to us. Your personal data is stored only for as long as necessary to enable us to fulfil our obligations towards you, as our customer. Europeiska ERV discloses your personal data to third parties only if we have your consent to do so or if we are required to do so by law. Every customer who has entered into a contract with Europeiska ERV can request to have an extract from the register of the information we have saved on him or her free of charge. You are free to contact us at any time to change your data if, for example, you no longer wish to receive news and other information.

You have the right to request in writing to have the personal data on you which is stored by Europeiska ERV deleted. However, we cannot delete any personal data which we are required to retain by law. If we have information which we are required to retain by law, we will

inform you on why we cannot delete this information.

You can send such a request to ERV's Personal Data Ombudsman: Europeiska ERV, Dataskyddsombudet, Torshamnsgatan 35, 164 40 Kista, Sweden.

Corrections of Swedish civil registration numbers can be sent to the same address as above.

In the event of a claim, Europeiska ERV is permitted, if necessary, to disclose information which has been provided by you as the insured to Europeiska ERV's service office and partners.

In addition, Europeiska ERV has the right to request information on your state of health and treatment from doctors and hospitals you have received treatment from. Europeiska ERV can request that you sign a power of attorney which gives Europeiska ERV the right to examine your medical records and other information.

### **9. IN THE EVENT OF LOSS OR DAMAGE OR INSURANCE ISSUES**

In the event of a loss or damage, you must report this as soon as possible by completing a loss/damage report on our website, [www.erv.se](http://www.erv.se). If you cannot complete a loss/damage report online, you can order a form from Europeiska ERV. Information on which documents should be enclosed is provided in the appropriate insurance section.

Email: [kortskador@erv.se](mailto:kortskador@erv.se)

Address: Torshamnsgatan 35, 164 40 Kista, Sweden

Corporate identity number: 516410-9208

### **10. COMPLAINTS**

#### **If we cannot reach an agreement**

At Europeiska ERV, we want to provide you with personal service and good personal contact. If anything happens to you, we want you to have your case handled promptly and to receive the compensation to which you are entitled under the terms and conditions of the insurance.

If you are not satisfied with our claim settlement, your claim can be re-examined. Contact the claims adjuster again. It may be that there has been a misunderstanding or new circumstances have come to light that may affect the case.

If you are still not satisfied with the handling of your claim, you can request that your case is examined by Europeiska ERV's Customer Ombudsman.

E-mail: [kundambassaden@erv.se](mailto:kundambassaden@erv.se)

#### **Advice and reappraisal outside of Europeiska ERV**

##### **National Board for Consumer Disputes ("ARN")**

Address: Box 174, SE-101 23 STOCKHOLM

Telephone: +46 (0)8 508 860 00

##### **The Swedish Consumers' Insurance Bureau**

Address: Box 24215 (Karlavägen 108)

SE-104 51 Stockholm, Sweden

Telephone: +46 (0)200 22 58 00

## Municipal consumer guidelines

Access the consumer guidance in the municipality in which you live.

## Hallå konsument

Hallå konsument is the Swedish Consumer Agency's online national information service, [www.hallakonsument.se](http://www.hallakonsument.se)

## Court of general jurisdiction

Even if your case has been reviewed by any of the above-mentioned bodies, you can take your case to court. You can receive help with the cost of court hearings either through the public Legal Aid system, which provides means-tested contributions to legal costs or through legal expenses insurance.

## DEFINITION OF TERMS

**A close person:** A "close person" means a spouse, cohabiting partner, registered partner, child, brother or sister, parent, parent-in-law, grandparent, grandchild and any spouse, cohabiting partner or of these persons as well as any person who has care/custody of any of the persons listed above.

**Accommodation:** Rented hotel room, apartment or house, for a maximum of 60 days.

**Additional arrangements:** All inclusive-packages, theatre tickets, sports tickets, tours, diving trips, hire cars, ski lift passes, golf packages or similar arrangements which are booked in direct connection with a *trip*.

**Additional costs:** Costs which you are obliged to pay exclusively as a result of a compensable loss or damage. If the costs would have to be paid even if the loss or damage had not occurred, these costs are not counted as additional costs.

**Cardholder:** The holder of a valid card. "Cardholder" also means the holder of a valid additional card which is linked to the main cardholder's card.

**Checked-in luggage:** All luggage which the transporting company is responsible for and issues a luggage receipt for.

**Co-traveller:** A person who has booked a *trip* jointly with the cardholder to the same destination and with the same travel times.

**Doctor's certificate:** Certificate issued by a registered and impartial doctor during a physical doctor's visit.

**Family member:** The cardholder's spouse, cohabiting partner, registered partner and dependent children under the age of 23, as well as dependent children under the age of 23 of the cardholder's spouse, cohabiting partner or registered partner. The term "dependent children", means children who are registered as resident with both or one of their parents. The term "cohabiting partner" means a person with whom the insured cohabits and has a joint household with in a quasi-marital relationship. Cohabiting partners must be registered as resident at the same address. Neither of them may be married to, or a registered partner of, another person.

**Luggage:** Belongings you have taken with you on a trip, such as hand luggage or *checked-in luggage*.

**Medical examination:** An examination by a registered and impartial doctor during a physical doctor's visit.

**Organised tour operator, travel agent, transport company, or organised hirer.** Companies which sell or act as an intermediary in the sale of *travel, accommodation or additional arrangements*. Airbnb or equivalent intermediary services are treated in the same way as organised tour operators. Private persons or associations that sell or act as intermediaries in the sale of *travel/trips, accommodation or additional arrangements* are not regarded as companies.

**Public transport:** Public transport means trains, flights, buses or boats in regular service, i.e. means of travel that are intended to be used for passenger traffic for the general public. Public transport does not mean modes of transport such as taxi or passenger car.

**Travel documents:** Refers to travel tickets, passports, restaurant and hotel vouchers, ski lift passes, green fees and traveller's checks.

**Travel tickets:** *Travel tickets* must have been booked in advance for a named person and must have been purchased for one specific trip. Monthly travel passes, annual season tickets or similar are not counted as *travel tickets*.

**Trips/travel:** *Travel ticket* (single or return ticket), tour, charter trip or *accommodation* sold by an *organised tour operator, travel agency, transport company or organised hirer*. If you buy two single tickets, one for the outward journey and one for the return journey, the corresponding rules apply as for return trips. The return journey must be paid for before the outward journey begins.