

Target market of the Insurance Product

Trip cancellation insurance

Trip cancellation insurance offers customers insurance protection in case they are suddenly forced to cancel their flight, accommodation or tour. The time limit for arranging cancellation insurance is within 3 working days of a major booking or payment of the first travel service and at the same time for departures that will occur more than 14 days, and in the case of last-minute tours is considered to be the date of payment for services or binding booking of individual travel services. The variant Storno can be purchased with a 20% participation and the Storno Plus can be purchased without participation in some cases. The insurance product can be arranged separately or as an add-on to another product or service.

You can choose from two cancellation insurance options: Storno and Storno Plus. Both variants offer the possibility of insuring risks to Europe, including the Czech Republic, as well as worldwide. Storno option covers the hospitalization of the traveller, the death of a traveller, traveller bedridden due to acute illness and COVID-19 illness. Storno Plus option covers the same events as the Storno variant, as well as other serious verifiable reasons of the traveller, including failure to meet medical conditions at the COVID-19 checkpoint at the airport in the Czech Republic, COVID-19 illness, personal precautionary quarantine due to contact with infected COVID-19, serious medical conditions of persons who should not have travelled and other serious verifiable reasons of persons who should not have travelled.

For whom the product is intended - positive definition

- customers who travel abroad but also in Czech Republic,
- customers who will be forced to cancel their tour, flight, accommodation or other service related to the trip for health reasons or for other serious and documentable reasons,
- customers who require insurance protection in connection with COVID-19 illness.

For whom the product is not intended – negative definition

- customers who do not want to travel due to travel concerns, closed borders, districts or airline cancellations by airlines companies,
- customers traveling to countries that the Ministry of Foreign Affairs has designated as dangerous for travel or has banned travel to these countries,
- customers planning to travel to areas affected by war or other security risks.

When product misspecification can occur and how to prevent it – product risks and mitigation measures

- within the positive definition of the target market, the insurance company has not identified subjects for whom the product would be unsuitable,
- a potential risk is the failure to include all necessary insurance coverage considering the purpose of the customer's trip and the nature of foreign travel,
- any risk in product setup can be effectively prevented by analysing the customer's insurance interests, including asking additional questions from the insurance intermediary, which should be answered truthfully and thoroughly by the customer at the time of insurance arrangement.

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