

# Driver's Accident Insurance Contract

Supplemental pre-contractual information document for non-life insurance products (supplemental PID Non-Life)

Company: Euro Insurances DAC

Insurance product: ALD Automotive Accident Policy

AYINS/ALDIT Sup PID version 3.0 01/05/2025 – last update



This document contains information that is additional and complementary to the contents of the IPID (Pre-contractual information document for non-life insurance contracts) to help the potential policyholder understand in more detail the characteristics of the product, the contractual obligations and the financial situation of the Company.

The policyholder must read the insurance conditions before signing the contract

Euro Insurances DAC (hereinafter also referred to as the "Company"), registered office Block C - Ground Floor - Central Park - Leopardstown, Dublin 18, Ireland, operating in Italy under the freedom to provide services, website <http://www.leaseplaninsurance.com>. Represented in Italy for claims management by MSA – Multi Serass SRL., sede Via Sangro 15 – 20132 Milano; Telefono: +39024654741; posta elettronica: [euroinsurances@multiserass.com](mailto:euroinsurances@multiserass.com)

Registration number in the List annexed to the Register of Insurance Undertakings: II.00320 - registration of 03/01/2008. ISVAP company code 10570. Competent regulator: Central Bank of Ireland

The shareholders' equity of Euro Insurances DAC as at 31 December 2024 amounts to €475 million, and consists of share capital of €1.028 million, of which €10.8 million of capital contribution, €127 million of share premium and capital reserves of €336 million.

- Minimum Capital Requirement (MCR): €75,252,000
- Solvency Capital Requirement: €187,078,000
- Eligible Own Funds to cover the same: €536,766,000
- The Solvency Ratio, as the ratio between Eligible Own Funds and Solvency Capital Requirement is 287%

The report on the company's solvency and financial condition (SFCR) can be viewed at the following link: <https://ayvensinsurance.com/-/media/ayvensinsurance/public/ix/lpinssfcrye2024final.pdf>

The contract is governed by Italian law.



## What is insured?

The Company provides cover within the limits of indemnity specified in the IPID. There are no options with premium reduction or options with payment of an additional premium.

### Death

In the event of the death of the Insured caused by the accident or when the death of the insured party occurs within two years from the date of the accident, the Company agrees to pay the sum insured for death to the beneficiaries or to the heirs (if beneficiaries are not appointed), on the basis of the criteria established in the policy.

<b>Permanent Disablement</b>	The Company agrees to pay the compensation that can be calculated based on the criteria specified in the policy if the accident causes permanent disablement, and this happens within two years from the date of the accident.
<b>Medical expenses related to the accident</b>	<p>In addition to the information provided in the IPID, it should be noted that the Company reimburses the Insured:</p> <ul style="list-style-type: none"> <li>• Hospital or clinic expenses.</li> <li>• Physician or surgeon fees.</li> <li>• Diagnostic tests and laboratory exams.</li> <li>• Expenses for ambulance and/or special emergency vehicles to the care facility or outpatient clinic.</li> <li>• Physical therapy in general and pharmaceutical expenses.</li> <li>• Expenses for initial prostheses, excluding dental prostheses.</li> </ul>
<b>Cumulation of compensation - Early death of the insured</b>	<ul style="list-style-type: none"> <li>• If the Insured dies after a Compensation has been paid for Permanent Disability, but within two years of the date of the Claim, and as a consequence of that Claim, the Insurer shall pay the Heirs the difference between the Compensation paid and the Compensation for Death (paying also any applied deductible), where the latter is higher, and shall not seek for a refund if it is not.</li> <li>• Entitlement to the Compensation for Permanent Disability is of a personal nature and therefore cannot be transferred to the Heirs. However, if the Insured dies due to a cause independent of the Claim after a Compensation has been paid, or after the Compensation has been settled or offered in a determined amount, the Insurer shall pay the Heirs the amount settled or offered.</li> </ul>
<b>Accidents involving driver and passengers</b>	Within the limits of the insured amounts, the Company covers accidents involving the driver and passengers of the insured vehicle while driving. Compensation will be paid in relation to the coverage option chosen when stipulated.
<b>Reference to the IPID</b>	<i>For more information on the scope of insurance, please refer to the IPID.</i>




## What is not insured?


<b>Accidents resulting from</b>	In addition to the information provided by the IPID, note that the cover of this policy excludes accidents resulting from:
	<ul style="list-style-type: none"><li>• War, civil war, invasion, insurrection, revolution, use of military force or coup involving any government or military authority.</li><li>• Atomic core transmutation and radiation produced artificially by acceleration of atomic particles or exposure to ionising radiation. Any direct or indirect damage or injury resulting from nuclear exposure or contamination is excluded from insurance coverage, regardless of the causes that contributed to the occurrence of the event.</li><li>• Direct or indirect chemical or biological exposure, regardless of the causes that contributed to the occurrence of the event.</li><li>• Drunkenness, drug use and events resulting from unlawful actions, gross negligence or fraud of the insured, or from his/her participation in reckless actions, races or competitions and related test runs and training.</li></ul>
<b>Persons excluded</b>	Coverage under this policy does not apply to drug addicts and/or persons affected or suffering from apoplexy, epilepsy, paralysis, mental illness, delirium tremens, alcoholism and other serious and permanent illnesses.
<b>Expenses excluded</b>	Expenses for plastic surgery are excluded from the coverage of this policy, with the exception of surgery necessary to eliminate or reduce the degree of permanent disablement.
<b>Vehicles excluded</b>	The coverage of this insurance excludes: <ul style="list-style-type: none"><li>• Vehicles with more than 6 tons.</li><li>• Vehicles whose permissible laden weight exceeds 3.5 tons within the limits of 6 tons cannot exceed 150 units.</li><li>• 4-wheel motorcycles (microcar) cannot exceed 30 units.</li></ul>
<b>Reference to the IPID</b>	<i>For other exclusions please refer to the IPID.</i>




## Are there any coverage limits?


<b>Accident involving more than one insured at the same time</b>	It is expressly agreed that under no circumstances may the Insurer be required upon to pay, in connection with a single Claim, a total Compensation exceeding €2,000,000.00, regardless of the number of Insured persons involved in the Claim.
<b>Indirect consequences of the accident</b>	The Company only compensates the direct consequences of an accident, regardless of the pre-existing physical or pathological conditions. Therefore, the effect that the accident may have had on such conditions and the damage caused by them on the result of the injuries caused by the accident are indirect consequences and therefore not covered by the Company.
<b>Driver between 18 and 80</b>	The insurance cover shall not apply to a driver under 18 or over 80 years of age.
<b>Reference to the IPID</b>	<i>For other limitations please refer to the IPID</i>

 <b>What are my obligations?</b>	
<b>What do I do in the event of an accident?</b>	The Insured must report the accident by giving written notice (registered letter with return receipt) to the Company within 10 days of the accident or the day on which the Policyholder, the Insured or the legally authorised party is able to file such a report. The report must be accompanied by a medical certificate and must be sent to:
	MSA – Multi Serass SRL Via Sangro 15 – 20132 Milano +39024654741 Email: <a href="mailto:eurolinsurances@multiserass.com">eurolinsurances@multiserass.com</a>
	Pursuant to article 2952 of the Italian Civil Code, the right to payment of premium instalments is time-barred within one year of the single expiry dates. Other rights arising from the insurance contract shall be time-barred within two years from the date of the event that the claim is based on.
<b>Inaccurate or reticent statements</b>	Any untruthful or inaccurate statements or reticence of the Insured regarding circumstances that influence the risk assessment may result in the total or partial loss of the rights deriving from the contract, as well as the termination of the insurance itself.
<b>Obligations of the company</b>	The company shall pay compensation within 90 days from the date on which the insured has filed a complete statement of claim, as long as all the coverage's conditions are met.

 <b>When and how do I have to pay?</b>	
<b>Premium</b>	The premium, paid in advanced by the Policyholder in accordance with the provisions of the Policy Schedule, is included in the monthly rental fee for the vehicle that the Insured is required to pay for the use of the vehicle, in accordance with the provisions of the rental contract.
<b>Reimbursement</b>	In the event of withdrawal, within 15 days from the effective date thereof, the Company will reimburse the portion of the premium for the remaining risk period, net of tax.

 <b>When does the cover start and end?</b>	
<b>Duration</b>	Please refer to the information contained in the IPID.
<b>Suspension</b>	Failure to pay the rental fee triggers the effects envisaged in the rental contract on the service itself and on all ancillary services, including the insurance.

 <b>How do I cancel the policy?</b>	
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<b>Cooling off period</b>	<p>The Insured may withdraw at any time by requesting modification of the rental conditions from the sales executive of the rental company, who will issue a new quote. The withdrawal will be effective when the order form requesting the application of the new rental conditions is signed.</p> <p>The Company may terminate the Contract at any time after one or more claims by giving 30 days' written notice with an offer to reimburse the portion of the net premium relating to the period of coverage of the risk not used.</p>
<b>Termination</b>	<p>There are no cases in which the insured has the right to terminate the insurance relationship. The customer may terminate the rental contract, including insurance services, in the general cases envisaged by law (for example, for the rental company failure to perform).</p>
 <b>Who is this product for?</b>	
Customers of ALD Automotive who enter into a long-term vehicle rental contract therewith.	

 <b>What costs do I have to pay?</b>
There are no insurance brokerage costs.

<b>HOW DO I LODGE A COMPLAINT?</b>	
<b>With the insurance company</b>	<p>Any complaints regarding the contractual relationship, especially the attribution of liability, the effectiveness of the service, the quantification and disbursement of the sums due to the beneficiary or the handling of the claims, must be lodged in writing with the Company and addressed to:</p> <p><b>Euro Insurances DAC, Block C, Ground Floor, Central Park, Leopardstown, Dublin 18, Ireland</b>  <b>Fax +353 1 280 4140.</b>  <b>email: <a href="mailto:complaints@leaseplaninsurance.com">complaints@leaseplaninsurance.com</a>;</b></p> <p>Complaints will be handled by the Legal, Risk and Compliance function. The Company must respond within 45 days from the date of receipt of the complaint, to the address provided by the complainant.</p> <p>Any complaints regarding the attribution of liability, the quantification and disbursement of the sums due to the beneficiary or the handling of claims must be lodged in writing with the Company and addressed to:</p> <p>MSA – Multi Serass SRL  Via Sangro 15 – 20132 Milano  +39024654741  Email: <a href="mailto:euroinsurances@multiserass.com">euroinsurances@multiserass.com</a></p>
<b>With IVASS</b>	<p>In the event the Company, the intermediaries or the loss adjusters appointed by the Company fail to comply with the provisions of the Private Insurance Code, the related implementing regulations or the Consumer Code, and the outcome of the complaint lodged with the Company is unsatisfactory or no response is received from the Company within 45 days, complaints can be lodged in writing by post, fax or certified email with:</p> <p><b>IVASS</b>  <b>Istituto per la Vigilanza sulle Assicurazioni, Servizio Tutela del Consumatore, Divisione Gestione reclami</b>  <b>Via del Quirinale 21, 00187 Rome Fax: + 39 06 42.133.206</b>  <b>PEC certified email: <a href="mailto:ivass@pec.ivass.it">ivass@pec.ivass.it</a></b></p>

<b>With the competent Irish regulator</b>	Complaints that can be lodged with IVASS can also be lodged with the Regulator of the Company's country of origin (Ireland), and specifically, as envisaged by it, with: <b>Financial Services and Pensions Ombudsman Lincoln House</b> <b>Lincoln Place Dublin 2</b> <b>D02 vh29</b> <b>Email: <a href="mailto:info@fspo.ie">info@fspo.ie</a></b>
<b>BEFORE TAKING RECOURSE TO THE COURTS, it is possible and, in certain cases, necessary to use alternative dispute resolution systems, such as:</b>	
<b>Arbitration</b>	Only in the event of disagreement on the cause or nature of the injuries or on the assessment of the consequences attributable to the accident, the dispute shall be submitted to an arbitration panel composed of three physicians, two of whom are appointed by the parties (one per party) and a third chosen by mutual agreement of the parties, or, if no agreement can be reached, the decision will be up to the President of the Court of Milan. The arbitrators will decide by mutual agreement based on the conditions of the policy and the laws. The decisions of the arbitration
	panel shall not be subject to appeal and shall be binding on the parties. Each party shall bear its own costs, pay the fees of the appointed physician and also pay 50% of the fee of the third arbitrator.
<b>Mediation</b>	By consulting a Mediation Body among those included in the list of the Ministry of Justice, available on the website <a href="http://www.giustizia.it">www.giustizia.it</a> (Italian Law no. 98 of 9/8/2013). In accordance with art. 5, paragraphs 1 and 1-bis of Italian Legislative Decree 28/2010 on insurance contracts, mediation is mandatory.
<b>Assisted negotiation</b>	Through a request by one's own attorney to the Company.
<b>Other alternative dispute resolution systems</b>	For the resolution of cross-border disputes, it is possible to submit the complaint directly to the competent foreign system, i.e. that of the country where the insurance company that concluded the contract is based (which can be found by going to the website: <a href="http://ec.europa.eu/finance/fin-net/members_en.htm">http://ec.europa.eu/finance/fin-net/members_en.htm</a> ), or contacting IVASS and requesting the activation of the FIN-NET procedure. IVASS will forward the case to this system, notifying the complainant.

**FOR THIS CONTRACT THE COMPANY DOES NOT HAVE AN INTERNET AREA RESERVED FOR THE POLICYHOLDER (so-called HOME INSURANCE), THEREFORE AFTER SIGNING THE INSURED WILL NOT BE ABLE TO MANAGE THE CONTRACT ELECTRONICALLY.**