

KEY FEATURES

The Bank cooperates with Altius Insurance to offer the “Alpha Feel Safe” bancassurance Plan exclusively to the holders of Alpha Bank Debit and Credit Cards.

It is an innovative insurance plan offered in the Cypriot market for the first time, providing valuable security to the insured's daily commute, covering theft or loss of personal belongings and documents, as well as illegal transactions.

Participating in the plan is optional and is not a prerequisite for approval and/ or maintenance of a credit or debit card.

Coverage

The plan covers the insured customer in the following cases, **subject to the explicit requirement of the simultaneous loss or theft of the Card** during the insurance period:

Insurance coverage	Maximum cumulative coverage per insurance period
Illegal card use	Up to Euro 4.000
Loss of Documents	Up to Euro 200
Loss of Keys	Up to Euro 200
Illegal mobile phone use following theft	Up to Euro 200
Cash withdrawal at an ATM by the use of force	Up to Euro 500
Handbag and wallet theft	Up to Euro 200
Theft of mobile and/ or tablet	Up to Euro 250

The maximum cumulative coverage based on the above limits is up to Euro 5.550 per insurance period. Coverage applies per card holder and not per card. If the insured loses both the credit and debit card at the same time, the maximum reimbursement limits remain as above.

Eligibility and Plan Duration

The plan is aimed at all Bank's customers who hold Alpha Bank Credit and/ or Debit Cards and:

- Are over 18 years old at the time of starting the insurance
- Have a residence address in Cyprus, without necessarily being permanent residents.

The contract is issued exclusively by the Bank and the duration of the plan is annual.

Remarks:

- The insured customer's cards must be activated
- It is recommended that customers sign up for the sms Alerts service.

Premium

The premium is Euro 30 including all legal charges (Euro 2 stamp fees) and is paid annually, with no refund in the event of termination of the contract in the middle of the insurance period.

Automatic Renewal

The insurance coverage is automatically renewed annually, by the partner insurance company.

Upon issuance of the contract, a SEPA Direct Debit order is issued, specifying the customer's account, which will be used to deduct the corresponding premium annually on the basis of each renewal of the insurance policy.

The partner insurance company will send the customer the insurance chart at each renewal.

Right of Withdrawal/ Cancellation of the contract

Within a period of 20 days from the date of receipt of the contract, customers are entitled to:

- Cancellation of the insurance policy and
- Reimbursement of the premiums

The cancellation of the contract is done as per the customer's instructions to the partner insurance company:

- 30 days before the renewal date
- If the customer ceases to be an Alpha Bank card holder.

Upon cancellation of the contract during the insurance period, the customer is not entitled to a reimbursement of the premium