

Clarification on the right to withdraw from an insurance contract

(1) You have the right to withdraw from your insurance contract within 14 calendar days. This must be done in writing (e.g. a letter or email), without the need to give a reason for the refusal.

(2) The term for exercising the right of withdraw begins with your notification of the conclusion of the insurance contract (equivalent to the sending of the insurance policy to you), but not before you have received the insurance policy, the general insurance conditions and the Explanation regarding the right to withdraw from an insurance contract.

(3) You may send your request for withdrawal from an insurance contract to:

AWP P&C S.A., local branch as per country of risk

You can find the address and the contact details of the insurer in your documents received after the purchase of your ticket and insurance.

For your request to be valid, it is sufficient to send the cancellation notice to us before the deadline. The request is valid even if it is received by your insurance intermediary within this period.

(4) Withdrawal from an insurance contract terminates any provided insurance coverage or future obligations under the insurance contract. If the insurer has already provided insurance coverage, you will be entitled to a refund only for the part of the insurance premium corresponding to the unused period of coverage.