

# OAK

## ANNUAL TRAVEL POLICY SUMMARY

keyfacts®



OAK UNDERWRITING PLC

# ANNUAL TRAVEL POLICY SUMMARY

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This document is an overview providing key information about our product. Please see our wording for full terms and conditions. If you would like a copy of the full policy wording please contact your insurance broker.

**Policy Name:** Acorn Underwriting Annual Travel Policy

**Type of insurance:** Annual Travel

**Underwritten by:** Oak Underwriting Plc on behalf of Brit Insurance Limited.

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## Significant Features and Benefits

Oak's Annual Travel policy is an optional addition to the High Value Home Insurance (see separate keyfacts sheet for more detail).

### Key Features

- Worldwide family cover automatically includes two adults up to the age of 70 and up to 3 children under the age of 21.
- Cover can be extended for other children and adults.
- Overseas medical, repatriation and other expenses £5,000,000.
- Cancellation and Curtailment £5,000 per insured person per trip.
- Optional Winter Sports Cover.
- Optional Pet Cover.

### Benefits

- 24 hour medical and emergency service.
  - 24 hour travel assistance and information.
  - Premium can be added to existing High Value Home interest free direct debit facility.
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## Significant or Unusual Exclusions/Limitations

- Any existing medical conditions of an insured person or any other person on whose health the trip may depend must be referred to us before booking a trip.
- You will in most cases be responsible for the first £100 of each and every loss increasing to £250 for cancellation and curtailment, delay and detour per person per claim. The specific amount for which you will be responsible is shown as the policy excess and will be indicated on your quotation and policy schedule.
- Each Section in the policy wording will have standard exclusions.
- Any additional special endorsements or terms applied will be shown on the quotation and your policy schedule.
- Each trip within any one period of insurance should not exceed 90 days and in the case of Winter Sports, 17 days for any one trip with a maximum of 31 days in any one period of insurance.
- Hazardous sports are excluded, please refer to us before booking a trip.

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## Duration of Contract

Most insurance contracts will run for 365 days. Your quotation or policy schedule will state the period on which the premium has been calculated. If you require a different period please speak to your insurance broker.

## Cancellation Rights

If you find that your insurance policy does not meet your requirements please return it to us within 15 days of receiving it and we will refund your premium in full provided you have not made a claim.

After this period you may cancel your policy at anytime by writing to your insurance broker.

We may cancel your insurance policy by giving 15 days notice by recorded delivery letter to the address shown on the schedule.

## Claims Service

If you have a medical problem or any other emergency whilst travelling please contact Speciality Assistance Services Ltd. on +44 (0) 20 7939 9645.

If you suffer a loss and need to make a claim contact your insurance broker or alternatively contact 01608 641351 during business hours **or** 0117 927 1807 out-of-business hours.

When calling please provide your Oak policy number, full details of the claim - date, amount and circumstances.

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## Questions and Complaints

At Oak, we are proud of our commitment to a first class service and will provide every assistance to ensure your needs are handled as smoothly and efficiently as possible. If we do not meet with your expectations or if you have any questions please speak with your insurance broker or contact our Managing Director either verbally or in writing.

**Robert P Trott**  
**Managing Director**  
Cromwell Park  
Chipping Norton  
Oxfordshire OX7 5DF  
Telephone: 01608 648100

If you are not satisfied with the way your complaint has been handled you may refer the matter to the Customer Relations Team at Brit Insurance Limited and/or Financial Ombudsman Services.

Customer Relations Team  
Brit Insurance Limited  
55 Bishopsgate  
London EC2N 3AS  
Telephone: 0207 098 6509  
Fax: 0207 984 8473  
email: [customer.relations@britinsurance.com](mailto:customer.relations@britinsurance.com)  
or visit the Customer Relations section of  
[www.britinsurance.com](http://www.britinsurance.com)

The Financial Ombudsman  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR  
Tel: 0845 080 1800  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

We are covered by the Financial Services Compensation Scheme (FSCS).

If we cannot meet our obligations you may be entitled to compensation from the FSCS.



## OAK UNDERWRITING PLC

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Oak Underwriting Plc is authorised and regulated by the Financial Services Authority.

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