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## KEY FACTS STATEMENT (KFS) FOR INSURANCE PRODUCT

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### 1. Preamble

The National Bank of Rwanda regulates the insurance sector. It requires us, MAYFAIR INSURANCE COMPANY RWANDA LTD as the provider of this insurance, to give you this important information. The information about our **TRAVEL** insurance is provided to help you understand how it might be right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference. If you are not sure whether this product is suitable for you, our “**insurance adviser**” will be happy to help you with any questions.

You will be asked to complete an application form that we will use to decide whether or not to issue an insurance policy. The insurance policy, when issued, will be provided to you and is an important document that contains the full details of the contract between us and you.

### 2. About our insurance product

#### 2.1. The risks covered:

- Personal accidents
- Medical treatment and hospitalization
- Cancellation of the journey
- Legal fees
- Missed and Delayed flight
- Personal effects and documents
- Repatriation of mortal remains

#### 2.2. Limitations:

Our Travel Insurance is structured with different plans and limits, varying between USD 30,000 and USD 150,000. for Medical Treatment and hospitalization fees.

#### 2.3. Exclusions:

- i. Civil War, foreign war, riots, civil commotions acts of terrorism or sabotage
- ii. Material or physical loss or damage that is caused in either direct or indirect consequence of radioactive contamination or nuclear combustion\
- iii. Any illegal act of which the Insured will be guilty, any confiscation or destruction of the property belonging to the Insured by the customs authorities or other public authorities
- iv. Any act prohibited or regulated by the public authorities
- v. Any failure by the Insured to take the necessary precautions in case of infringement committed by the rioters etc. to avoid the occurrence of claims
- vi. Any failure by the Insured to take the measures to save his property in case of disasters in order to minimize the damage
- vii. Pregnancy or delivery of the Insured, sexually transmitted diseases, insanity and HIV / AIDS affecting the Insured
- viii. Suicide or attempted suicide of the Insured person as well as intentionally inflicted injuries by the Insured to himself

- ix. Any health problem known to the Insured or to someone else who has been medically treated in the 8 days before the trip. This exclusion will not occur when the Insured has produced a medical certificate attesting that the illness he suffers from cannot prevent him from making the scheduled trip
- x. The medical treatment of the Insured, started before the subscription of the present policy and continued on the advice of the doctor during the period of insurance

**2.4. Period of cover:**

From.....dd/...mm/...yyyy.... to.....dd/...mm/...yyyy....

**2.5. Premium Breakdown**

The total premium is set at ..... and shared out as follows:

Net premium	.....
Admin fees	.....
VAT	.....
<b>Total Premium</b>	.....

**2.6. Information about distribution of services:**

- Head office (Direct businesses)
- Branches
- Brokers
- Commercial agents

**2.7. The payment will be done by:**

- Cash
- Cheque/payment order
- Electronic payment
- Bank deposit on the account provided to you

**3. Your rights and obligations**

**3.1. Policyholder duty of disclosure and not to make misrepresentation:**

MAYFAIR INSURANCE COMPANY RWANDA LTD shall not be liable upon this policy in case of material miss-description, misrepresentation or omission of any fact material to be known for estimating the risk.

**3.2. Cancellation clause**

This insurance may be terminated at any time at the request of either the Insured or the company, in which case the premium will be refunded to the insured. However, the company will retain document fees charged.

**3.3. Duty to pay premium and consequences of nonpayment**

It is hereby understood that the cover accorded herein will stand NULL AND VOID if the considerable premium is not fully paid upfront except governmental institutions and international agencies.

### 3.4. Duty to notify claim events

To fill a claim's declaration form within 5 days (maximum) of the accident; taking into account the date of claim, probable reasons of claim, damages occurred as well as covers subscribed.

### 3.5. Information about cooling off period

The cooling off period for individuals is 30 days and 90 days for corporates, international and governmental institutions.

### 3.6. Loss of coverage is due to:

- Failure to pay premium on time: no premium no cover
- Failure to disclose material facts: MAYFAIR INSURANCE COMPANY RWANDA LTD not liable
- Failure to disclose similar cover: Forbidden

## 4. Other Information

This product information is also being provided to you by an agent/staff member of MAYFAIR INSURANCE COMPANY RWANDA LTD or licensed insurance broker acting for you. A part of their remuneration may be determined by the number and types of insurance products that they help clients to purchase. They are required, under the law, to act with care and diligence when dealing with you and to place your interests above their own.

MAYFAIR INSURANCE COMPANY RWANDA LTD is accountable to you for the actions of our licensed agent's/staff members.

Insurance brokers are accountable to you for their actions acting for you.

## 5. Contacting us

At any time, you may get information regarding your policy, advise us of a change in your situation, ask a question or raise any concern that you have by contacting us at **+250788381844** or email: [info@mayfair.co.rw](mailto:info@mayfair.co.rw) or website: <https://rw.mayfairinsurance.africa>

If you are unsatisfied with our handling of any complaint, you can contact the Office of the Ombudsman to help address your complaint at **telephone: 199** or

Email : [ombudsinfo@ombudsman.gov.rw](mailto:ombudsinfo@ombudsman.gov.rw) or write to **P.O Box 6269 Kigali**, or visit website: [www.ombudsman.gov.rw](http://www.ombudsman.gov.rw).

## 6. Important Notice.

This Key Facts Statement (KFS) is provided for general information purposes only and is not intended to constitute professional advice or recommendation or to be a comprehensive or definitive guide to the insurance policy. The KFS does not form part of the insurance policy contract and does not alter or supersede any of its terms or conditions. Please refer to the full policy documentation for a complete description of the coverage provided, including any exclusions, limitations, and conditions.

**Signed by:**  
**Date:**  
**Signature, Title and Names of Insurer**

**Signed by:**  
**Date:**  
**Signature and the names of the client**