



Domestic Travel Protection

Important:

This program becomes valid when the appropriate program cost is received by Southwest Airlines Vacations. Please keep this document as your record of coverage.

Section I Travel Protection Benefits: Before You Depart

*Provided by Southwest Airlines' Vacations and
The Mark Travel Corporation*

Customers who purchase the **Southwest Vacations' Travel Protection** option may cancel their reservation for any reason at any time prior to departure and receive a refund of the package price, less the cost of flights and the cost of the **Southwest Vacations' Travel Protection** option. All hotel, rental car and/or activity penalties and fees will be waived provided that they were booked as part of the same Southwest Airlines Vacations' reservation. Benefits also apply to any nonrefundable hotels, car rentals and activities. Flights are nonrefundable and will be issued in the form of an airline credit valid for future travel for up to 1 year from original time of purchase. The refund is always made back to the original form of payment. Please note that **Southwest Vacations' Travel Protection** does not reimburse the forfeited air cost resulting from a No Show (client didn't cancel vacation and did not travel), denied boarding situations, additional costs incurred as a result of a change in the per person occupancy rate, unused or partially used components or features, or any fees paid directly to suppliers.

When making a change to an existing reservation, if customer chooses to apply **Southwest Vacations' Travel Protection** benefits to waive any supplier penalties or fees, the plan is considered as used and customers will be required to repurchase the plan in order to retain benefits on the vacation from that point forward. If customer chooses to decline repurchasing **Southwest Vacations' Travel Protection** after a supplier fee is waived, customer will be subject to any subsequent fees for any further revisions or cancellations and will no longer have any of the benefits previously offered with **Southwest Vacations' Travel Protection**.

Claims Procedure

To file a claim for reimbursement under Section 1, please contact Southwest Airlines Vacations' Customer Care at 1-800-243-8372 to change or cancel your reservation. All changes and cancellations must be received and confirmed by Southwest Airlines Vacations' Customer Care prior to departure. If reservation is cancelled, a written refund request can be submitted as follows:

E-mail request to: refund@southwestvacations.com

Fax request to: (414) 934-1239
Attention: REFUNDS

Mail request to: Southwest Airlines Vacations
Attention: REFUNDS
8969 N. Port Washington Rd.
Milwaukee, WI 53217

Section II

Travel Protection Benefits: While You Travel

Underwritten by Transamerica Casualty Insurance Company

Policy Number MZ0911080H0000A

Description of Coverage

Schedule: Southwest Airlines Vacations Maximum Benefit Amount

Part A. Travel Arrangement Protection

Trip Interruption.....Up to Total Trip Cost

Trip Delay.....\$500, up to \$100/day

Part B. Medical Protection

Emergency Evacuation.....\$10,000

Repatriation.....\$5,000

Accident Medical Expense.....\$5,000

Sickness Medical Expense.....\$5,000

Part C. Baggage Protection

Baggage and Personal Effects.....\$1,000

Baggage Delay.....\$200 (\$100/day)

Part D. Travel Accident Protection

Accidental Death and Dismemberment

Air Common Carrier.....\$20,000

Part E. Worldwide Emergency Assistance (On Call International)

CareFree™ Travel Assistance.....24/7

Medical Assistance.....24/7

Emergency Services.....24/7

Benefits under Parts A, B, C and D are underwritten by Transamerica Casualty Insurance Company. Services under Part E are provided by On Call International. The benefits provided in this program are subject to certain restrictions and exclusions including the

Pre-Existing Condition Exclusion. Please read this brochure in its entirety for a description of all coverage terms and conditions. Note: Words beginning with capital letters are defined in this text.

Summary of Coverages

Part A. Travel Arrangement Protection

Trip Interruption Benefits

Post-Departure Trip Interruption

We will pay a Post-Departure Trip Interruption Benefit, up to the amount in the Schedule, if due to your, an Immediate Family Member's, Traveling Companion's, or Business Partner's, Sickness, Injury or death or Other Covered Events as defined:

1) your arrival on your Covered Trip is delayed beyond the Scheduled Departure Date; or 2) you are unable to continue on your Covered Trip after you have departed on your Covered Trip.

For item 1) above, the Sickness or Injury must: a) commence while your coverage is in effect under the plan; b) for item 2) above, commence while you are on your Covered Trip and your coverage is in effect under the plan; and c) for both items 1) and 2) above, require the examination and treatment by a Physician at the time the Covered Trip is interrupted or delayed; and d) in the written opinion of the treating Physician, be so disabling as to delay your arrival on your Covered Trip or to prevent you from continuing your Covered Trip.

Post-Departure Trip Interruption Benefits

We will reimburse you, less any refund paid or payable, for unused land or water travel arrangements, and/or the following:

1. the additional transportation expenses by the most direct route from the point you interrupted your Covered Trip: a) to the next scheduled destination where you can catch up to your Covered Trip; or b) to the final destination of your Covered Trip;
2. the additional transportation expenses incurred by you by the most direct route to reach your original Covered Trip destination if you are delayed and leave after the Scheduled Departure Date. However, the benefit payable under (1) and (2) above will not exceed the cost of a one-way economy air fare (or first class, if the original tickets were first class) by the most direct route less any refunds paid or payable for your unused original tickets.
3. reasonable additional accommodation and transportation expenses (up to \$100 per day) incurred to remain near a covered traveling Immediate Family Member or Traveling Companion who is hospitalized during your Trip.

In no event shall the amount reimbursed under Trip Interruption exceed the amount you prepaid for your Trip. Important: You, your Traveling Companion and/or your Immediate Family Member booked to travel with you must be medically capable of travel on the day you purchase this coverage. The covered reason for interruption of your Trip must occur after your effective date of coverage.

Please note: Benefits will not be paid for expenses not refunded in the event of the vacation provider's, the airline's or Southwest Airlines Vacations' insolvency.

Other Covered Events means only the following unforeseeable events or their consequences which occur while coverage is in effect under this Policy: a change in plans by you, an Immediate Family Member traveling with you, or Traveling Companion resulting from one of the following events which occurs while coverage is in effect under this Policy:

- (a) being directly involved in a documented traffic accident while en route to departure;
- (b) being hijacked, Quarantined, required to serve on a jury, or required by a court order to appear as a witness in a legal action, provided you, an Immediate Family Member traveling with you or a Traveling Companion is not: 1) a party to the

- legal action, or 2) appearing as a law enforcement officer;
- (c) having your Home made uninhabitable by fire, flood, volcano, earthquake, hurricane or other natural disaster.

Trip Delay

If your Covered Trip is delayed for 12 hours or more, we will reimburse you, up to the amount shown in the Schedule for unused land or water travel arrangements, less any refund paid or payable and reasonable additional expenses incurred by you for hotel accommodations, meals, telephone calls and economy transportation to catch up to your Trip or to return Home. We will not pay benefits for expenses incurred after travel becomes possible.

Trip Delay must be caused by or result from:

1. Common Carrier delay;
2. loss or theft of your passport(s), travel documents or money;
3. being Quarantined;
4. hijacking;
5. natural disaster;
6. a documented traffic accident while you are en route to departure;
7. unannounced strike;
8. a civil disorder.

Part B. Medical Protection

Medical or Dental Expense/Emergency Assistance Benefits

We will pay this benefit, up to the amount on the Schedule for the following Covered Expenses incurred by you, subject to the following: 1) Covered Expenses will only be payable at the Usual and Customary level of payment; 2) benefits will be payable only for Covered Expenses resulting from a Sickness that first manifests itself or an Injury that occurs while on a Covered Trip; 3) benefits payable as a result of incurred Covered Expenses will only be paid after benefits have been paid under any Other Valid and Collectible Group Insurance in effect for you. We will pay that portion of Covered Expenses which exceed the amount of benefits payable for such expenses under your Other Valid and Collectible Group Insurance.

Covered Expenses:

Accident Medical Expense/Sickness Medical Expense:

1. expenses for the following Physician-ordered medical services: services of legally qualified Physicians and graduate nurses, charges for Hospital confinement and services, local ambulance services, prescription drugs and medicines, and therapeutic services, incurred by you within one year from the date of your Sickness or Injury;
2. expenses for emergency dental treatment incurred by you during a Covered Trip;

Emergency Evacuation:

3. expenses incurred by you for Physician-ordered emergency medical evacuation, including medically appropriate transportation and necessary medical care en route, to the nearest suitable Hospital, when you are critically ill or injured and no suitable local care is available, subject to the Program Medical Advisors prior approval;
4. expenses incurred for non-emergency medical evacuation, including medically appropriate transportation and medical care en route, to a Hospital or to your place of residence, when deemed medically necessary by the attending Physician, subject to the Program Medical Advisors prior approval;
5. expenses for transportation not to exceed the cost of one round-trip economy class air fare to the place of hospitalization for one person chosen by you, provided that you are traveling alone and are hospitalized for more than 7 days;
6. expenses for transportation not to exceed the cost of one-way economy class air fare to your place of residence, including escort expenses if you are 18 years of age or younger and left unattended due to the death or hospitalization of an accompanying adult(s), subject to the Program Medical Advisors prior approval;
7. expenses for one-way economy class air fare to your place of residence, from a medical facility to which you were previously evacuated, less any refunds paid or payable from your unused transportation tickets, if these expenses are not covered elsewhere in the plan;

Repatriation:

8. repatriation expenses for preparation and air transportation of your remains to your place of residence, or up to an equivalent amount for a local burial in the country where death occurred, if you die while on your Covered Trip.

Please Note: In no event will all benefits paid for Emergency Evacuation expenses exceed the coverage limit of \$10,000.

Please Note: In no event will all benefits paid for Repatriation expenses exceed the coverage limit of \$5,000.

Please note: Benefits under Parts A, B & D (except Emergency Evacuation and Repatriation) are subject to the Pre-Existing Condition Exclusion and other exclusions listed in this brochure.

Pre-Existing Condition means an illness, disease, or other condition during the 60-day period immediately prior to your effective date for which you, your Traveling Companion, or Immediate Family Member who is scheduled or booked to travel with you:

1. received or received a recommendation for a diagnostic test, examination, or medical treatment; or
2. took or received a prescription for drugs or medicine.

Item (2) of this definition does not apply to a condition which is treated or controlled solely through the taking of prescription drugs or medicine and remains treated or controlled without any adjustment or change in the required prescription throughout the 60-day period before coverage is effective under this Policy.

If you have any questions concerning this exclusion, please call Aon Affinity at **1-800-527-3522** for further clarification.

Part C. Baggage Protection

Baggage and Personal Effects Benefit

We will reimburse you, less any amount paid or payable from any other valid and collectible insurance or indemnity, up to the amount shown in the Schedule, for direct loss, theft, damage or destruction of your Baggage during your Covered Trip.

Valuation and Payment of Loss

Payment of loss under the Baggage and Personal Effects Benefit will be calculated based upon an Actual Cash Value basis. For items without receipts, payment of loss will be calculated based upon 80% of the Actual Cash Value at the time of loss. At our option, we may elect to repair or replace your Baggage. We will notify you within 30 days after we receive your proof of loss.

We may take all or part of a damaged Baggage as a condition for payment of loss. In the event of a loss to a pair or set of items, we will: 1) repair or replace any part to restore the pair or set to its value before the loss; or 2) pay the difference between the value of the property before and after the loss.

Items Subject to Special Limitations

We will not pay more than \$1,000 (or the Baggage and Personal Effects limit, if less) on all losses to jewelry; watches; precious or semi-precious gems; decorative or personal articles consisting in whole or in part of silver, gold, or platinum; cameras, camera equipment; digital or electronic equipment and media; and articles consisting in whole or in part of fur. There is a \$250 per article limit.

Baggage Delay Benefit

We will reimburse you, less any amount paid or payable from any other valid and collectible insurance or indemnity, up to the amount shown in the Schedule for the cost of reasonable additional clothing and personal articles purchased by you, if your Baggage is delayed by an Air Common Carrier for 24 hours or more during your Covered Trip. You must be a ticketed passenger on an Air Common Carrier. This coverage terminates upon your arrival at the return destination of your Covered Trip.

Part D. Travel Accident Protection

Accidental Death and Dismemberment

Air Common Carrier Benefits

We will pay this benefit up to the amount on the Schedule if you are injured in an Accident which occurs: 1) while a passenger in or on, boarding or alighting from an Air Common Carrier; or 2) being struck or run down by an Air Common Carrier of a regularly scheduled airline or an air charter company that is licensed to carry passengers for hire while you are on a Covered Trip and covered under the plan, and you suffer one of the losses listed below within 365 days of the Accident. The Principal Sum is the benefit amount shown on the Schedule.

| <u>Loss:</u> | <u>Percentage of Principal Sum Payable:</u> |
|--|---|
| Life..... | 100% |
| Both Hands; Both Feet or Sight of Both Eyes..... | 100% |
| One Hand and One Foot..... | 100% |
| One Hand and Sight of One Eye..... | 100% |
| One Foot and Sight of One Eye..... | 100% |
| One Hand; One Foot or Sight of One Eye..... | 50% |

If you suffer more than one loss from one Accident, we will pay only for the loss with the larger benefit. Loss of a hand or foot means complete severance at or above the wrist or ankle joint. Loss of sight of an eye means complete and irrecoverable loss of sight.

Part E. Worldwide Emergency Assistance (On Call International)

Not a care in the world... when you have our 24/7 global network to assist you

- **CareFree™ Travel Assistance**
- **Medical Assistance**
- **Emergency Services**

CareFree™ Travel Assistance

Travel Arrangements

- Arrangements for last-minute flight and hotel changes
- Luggage Locator (reporting/tracking of lost, stolen or delayed baggage)
- Hotel finder and reservations
- Airport transportation
- Rental car reservations and automobile return
- Coordination of travel for visitors to bedside
- Return travel for dependent/minor children
- Assistance locating the nearest embassy or consulate
- Cash transfers
- Assistance with bail bonds

Pre-trip Information

- Destination guides (hotels, restaurants, etc.)
- Weather updates and advisories
- Passport requirements

- Currency exchange
- Health and safety advisories

Documents and Communication

- Assistance with lost travel documents or passports
- Live email and phone messaging to family and friends
- Emergency message relay service
- Multilingual translation and interpretation services

Medical Assistance and Managed Care

- Medical case management, consultation and monitoring
- Medical Transportation
- Dispatch of a doctor or specialist
- Referrals to local medical and dental service providers
- Worldwide medical information, up-to-the-minute travel medical advisories, and immunization requirements
- Prescription drug replacement
- Replacement of eyeglasses, contact lenses and dental appliances

Emergency Services

- Emergency medical and dental assistance
- Emergency legal assistance
- Emergency family travel arrangements

CareFree™ Travel Assistance, Medical Assistance and Emergency Services can be accessed by calling On Call International at **1-800-618-0692** or, from outside the U.S. or Canada, call collect*: **1-603-328-1711**.

** If you have any difficulty making this collect call, contact the local phone operator to connect you to a US-based long-distance service. In this case, please let the Assistance Provider answering the phone know the number you are calling from, so that he/she may call you back. Any charges for the call will be considered reimbursable benefits.*

Note that the problems of distance, information, and communications make it impossible for Transamerica Casualty Insurance Company, Aon Affinity, Southwest Airlines Vacations, or On Call International to assume any responsibility for the availability, quality, use, or results of any emergency service. In all cases, you are still responsible for obtaining, using, and paying for your own required services of all types.

Definitions

In the Description of Coverage, “you”, “your” and “yours” refer to the Insured. “We”, “us” and “our” refer to the company providing the coverage. In addition certain words and phrases are defined as follows:

Accident means a sudden, unexpected, unintended and external event, which causes Injury.

Actual Cash Value means purchase price less depreciation.

Air Common Carrier means any air conveyance operated under a license for the transportation of passengers for hire.

Baggage means luggage, personal possessions and travel documents taken by you on the Covered Trip.

Business Partner means an individual who is involved, as a partner, with you in a legal general partnership and shares in the management of the business.

Common Carrier means any land, water or air conveyance operated under a license for the transportation of passengers for hire.

Covered Trip means a period of travel away from Home to a destination outside your city of residence the purpose of the Trip is business or pleasure and is not to obtain health care or treatment of any kind; the Trip has defined departure and return dates specified when the Insured enrolls.

Domestic Partner means a person who is at least eighteen years of age and you can show: 1) evidence of financial interdependence, such as joint bank accounts or credit cards, jointly owned property, and mutual life insurance or pension beneficiary designations; 2) evidence of cohabitation for at least the previous 6 months; and 3) an affidavit of domestic partnership if recognized by the jurisdiction within which they reside.

Elective Treatment and Procedures means any medical treatment or surgical procedure that is not medically necessary including any service, treatment, or supplies that are deemed by the federal, or a state or local government authority, or by us to be research or experimental or that is not recognized as a generally accepted medical practice.

Home means your primary or secondary residence.

Hospital means an institution, which meets all of the following requirements:

1. it must be operated according to law;
2. it must give 24 hour medical care, diagnosis and treatment to the sick or injured on an inpatient basis;
3. it must provide diagnostic and surgical facilities supervised by Physicians;
4. registered nurses must be on 24 hour call or duty; and
5. the care must be given either on the hospital's premises or in facilities available to the hospital on a pre-arranged basis.

A Hospital is not: a rest, convalescent, extended care, rehabilitation or other nursing facility; a facility which primarily treats mental illness, alcoholism, or drug addiction (or any ward, wing or other section of the hospital used for such purposes); or a facility which provides hospice care (or wing, ward or other section of a hospital used for such purposes).

Immediate Family Member includes your or the Traveling Companion's, spouse, child, spouse's child, son-daughter-in-law, parent(s), sibling(s), grandparent(s), grandchild, step brother-sister, step-parent(s), parent(s)-in-law, brother-sister-in-law, aunt, uncle, niece, nephew, guardian, Domestic Partner, foster-child, or ward.

Injury means bodily harm caused by an accident which: 1) occurs while your coverage is in effect under the plan; and 2) requires examination and treatment by a Physician. The Injury must be the direct cause of loss and must be independent of all other causes and must not be caused by, or result from, Sickness.

Insured means an eligible person who arranges a Covered Trip, completes any required enrollment form, and pays any required plan payment.

Insurer means Transamerica Casualty Insurance Company.

Other Valid and Collectible Group Insurance means any group policy or contract which provides for payment of medical expenses incurred because of Physician, nurse, dental or Hospital care or treatment; or the performance of surgery or administration of anesthesia. The policy or contract providing such benefits includes group or blanket insurance policies; service plan contracts; employee benefit plans; or any plan arranged through an employer, labor union, employee benefit association or trustee; or any group plan created or administered by the federal or a state or local government or its agencies. In the event any other group plan provides for benefits in the form of services in lieu of monetary payment, the usual and customary value of each service rendered will be considered a Covered Expense.

Payments or Deposits means the cash, check, or credit card amounts actually paid to the Policyholder for your Covered Trip.

Physician means a person licensed as a medical doctor by the jurisdiction in which he/she is a resident to practice the healing arts. He/she must be practicing within the scope of his/her license for the service or treatment given and may not be you, a Traveling Companion, or an Immediate Family Member of yours.

Policy means the contract issued to the Policyholder providing the benefits specified herein.

Policyholder means the legal entity in whose name this Policy is issued, as shown on the benefit Schedule.

Program Medical Advisors means On Call International.

Quarantined means the isolation of a person afflicted with or exposed to a communicable disease, the purpose being to prevent the spread of disease.

Schedule means the benefit schedule shown on the Description of Coverage for each Insured.

Scheduled Departure Date means the date on which you are originally scheduled to leave on your Covered Trip.

Scheduled Return Date means the date on which you are originally scheduled to return to the point where the Covered Trip started or to a different final destination.

Scheduled Trip Departure City means the city where the scheduled land Trip on which you are to participate originates.

Sickness means an illness or disease of the body which:
1) requires examination and treatment by a Physician, and

2) commences while the plan is in effect. An illness or disease of the body which first manifests itself and then worsens or becomes acute prior to the effective date of this plan is not a Sickness as defined herein and is not covered by the plan.

Traveling Companion means a person whose name(s) appear(s) with you on the same Trip arrangement and who, during the Trip, will share accommodations with you in the same room, cabin, condominium unit, apartment unit, or other lodging.

Trip means a scheduled trip for which coverage has been elected and the plan payment paid, and all travel arrangements are arranged by Southwest Airlines Vacations prior to the Scheduled Departure Date of the trip. Also covered by this definition are any direct round trip air flights booked by the others, to and from the scheduled Covered Trip departure and return cities, provided the dates of travel for the air flights are within 2 total days of the scheduled land Trip or cruise dates.

Usual and Customary Charge means those charges for necessary treatment and services that are reasonable for the treatment of cases of comparable severity and nature. This will be derived from the mean charge based on the experience in a related area of the service delivered and the MDR (Medical Data Research) schedule of fees valued at the 90th percentile.

General Plan Exclusions

In Parts A, B & D:

We will not pay for any loss or expense caused by or incurred resulting from: a Pre-Existing Condition, as defined in the plan. This exclusion does not apply to benefits under covered expenses (emergency medical evacuation or repatriation of remains) of the Medical Expense/Emergency Assistance Benefits coverage, or for Trip Interruption claims resulting from death.

In Parts A, B & D:

We will not pay for any loss caused by or incurred resulting from:

1. mental, nervous, or psychological disorders, except if hospitalized;
2. being under the influence of drugs or intoxicants, unless prescribed by a Physician;
3. normal pregnancy, except if hospitalized; or elective abortion;
4. riding or driving in any motor competition;
5. declared or undeclared war, or any act of war;
6. service in the armed forces of any country;
7. operating or learning to operate any aircraft, as pilot or crew;
8. any unlawful acts, committed by you or a Traveling Companion (whether insured or not);
9. any amount paid or payable under any Worker's Compensation, Disability Benefit or similar law;
10. Elective Treatment and Procedures;

11. medical treatment during or arising from a Covered Trip undertaken for the purpose or intent of securing medical treatment;
12. business, contractual or educational obligations of you, an Immediate Family Member or Traveling Companion;
13. failure of any tour operator, Common Carrier, or other travel supplier, person or agency to provide the bargained-for travel arrangements;
14. a loss that results from an illness, disease, or other condition, event or circumstance which occurs at a time when the plan is not in effect for you.

In Part C:

Items Not Covered

We will not pay for damage to or loss of:

1. a loss or damage caused by detention, confiscation or destruction by customs;
2. animals;
3. property used in trade, business or for the production of income, household furniture, musical instruments, brittle or fragile articles, or sporting equipment if the loss results from the use thereof;
4. artificial limbs or other prosthetic devices, artificial teeth, dental bridges, dentures, dental braces, retainers or other orthodontic devices, hearing aids, any type of eyeglasses, sunglasses or contact lenses;
5. documents or tickets, except for administrative fees required to reissue tickets;
6. money, stamps, stocks and bonds, postal or money orders, securities, accounts, bills, deeds, food stamps or credit cards;
7. property shipped as freight or shipped prior to the Scheduled Departure Date.

Losses Not Covered

We Will Not Pay For Loss Arising From:

1. theft or pilferage from an unattended vehicle;
2. mysterious disappearance.

In Part D:

The following exclusions apply to the Accidental Death and Dismemberment coverage:

1. We will not pay for loss caused by or resulting from Sickness of any kind.
2. You, your Traveling Companion's, or Immediate Family Member's booked to travel with you, suicide, attempted suicide, or intentionally self-inflicted injury, while sane or insane (while sane in CO & MO);
3. participation as a professional in athletics;
4. participation in organized amateur and interscholastic athletic or sports competition or events;
5. riding or driving in any motor competition;

6. nuclear reaction, radiation or radioactive contamination;
7. mountain climbing, bungee cord jumping, skin diving, scuba diving, snow skiing, skydiving, parachuting, hang gliding, parasailing or travel on any air supported device, other than on a regularly scheduled airline or air charter company.

Term of Coverage

When Coverage Begins

All coverages will take effect on the later of: 1) the date the plan payment and enrollment form has been received by the Policyholder; 2) the date and time you start your Covered Trip; or 3) 12:01 A.M. Standard Time on the Scheduled Departure Date of your Covered Trip. Post-Departure Trip Interruption coverage will take effect on the Scheduled Departure Date if the required plan payment is received.

When Coverage Ends

Your coverage automatically ends on the earlier of:

1. the date the Covered Trip is completed;
2. the Scheduled Return Date;
3. your arrival at the return destination on a round-trip, or the destination on a one-way Trip;
4. cancellation of the Covered Trip covered by the plan.

If your air arrangements are greater than 2 total days before and/or after your Trip, you will also be covered for Trip Interruption, Trip Delay, and benefits under Parts B, C and D on the day(s) you are flying to/from your destination.

Claims Procedure

1. **Emergencies Arising During Your Trip:** Please refer to Part E. Worldwide Emergency Assistance. Contact Aon Affinity IMMEDIATELY to notify them of your cancellation and to avoid any non-covered expenses due to late reporting.
2. **All Claims:** Report your claim as soon as possible to Aon Affinity. Provide the policy number, your travel dates, and details describing the nature of your loss. Upon receipt of this information, Aon Affinity will promptly forward you the appropriate claim form to complete.

Online: www.travelclaim.com

Phone: 1-(800) 527-3522 or 1-(516) 342-2720

Mail: Aon Affinity
300 Jericho Quadrangle, P.O. Box 9022,
Jericho, NY 11753

Office Hours: 8:00 AM - 10:00 PM ET, Monday - Friday;
9:00 AM - 5:00 PM ET, Saturday

Important: In order to facilitate prompt claims settlement upon your return, be sure to obtain as applicable: detailed medical statements from Physicians in attendance where the Accident or Sickness occurred; receipts for medical services and supplies; receipts from the Hospital; police reports or claims reports from the parties responsible (e.g., airline, cruise line, hotel, etc.) for

any loss, theft, damage or delay. In the event of a baggage claim, receipts for any lost or damaged items will be required. In the event of a Baggage Delay or Trip Delay claim, receipts for any additional covered expenses will be required, as well as verification of the delay. You must receive initial treatment within 90 days of the accident, which caused the Injury or the onset of the Sickness

Enrollment Procedure

Enrollment in Travel Protection is made by simply paying this amount (in addition to the required amount due for Your Trip).

Please note: Payment for the plan may not be accepted after the Trip Cost has been paid in full.

Benefits are extended, at no additional charge, to children under 2 years of age traveling with an accompanying adult(s) as long as ALL accompanying adult(s) purchase their own Travel Protection Program(s). All coverages, except Trip Interruption, are subject to a combined maximum benefit amount for the insured adult and covered children equal to twice the individual adult insured's limit.

This program was designed for Southwest Airlines Vacations' passengers.

This plan was designed and is administered by Aon Affinity.

Aon Affinity is the brand name for the brokerage and program administration operations of Affinity Insurance Services, Inc. (TX 13695); (AR 244489); in CA & MN, AIS Affinity Insurance Agency, Inc. (CA 0795465); in OK, AIS Affinity Insurance Services, Inc.; in CA, Aon Affinity Insurance Services, Inc. (CA 0G94493), Aon Direct Insurance Administrators and Berkely Insurance Agency and in NY, AIS Affinity Insurance Agency. Affinity Insurance Services is acting as a Managing General Agent as that term is defined in section 626.015(14) of the Florida Insurance Code. As an MGA we are acting on behalf of our carrier partner.

**For additional information regarding the plan,
call Aon Affinity at: 1-800-527-3522 or 1-516-342-2720**

**Office hours: 8 AM – 10 PM ET, Monday – Friday,
9 AM – 5 PM ET, Saturday**

General Provisions

Our Right To Recover From Others

We have the right to recover any payments we have made from anyone who may be responsible for the loss. You and anyone else we insure must sign any papers and do whatever is necessary to transfer this right to us. You and anyone else we insure will do nothing after the loss to affect our right.

Claims Provisions

Payment of Claims Claims for benefits provided by the plan will be paid as soon as written proof is received.

Benefits are paid directly to you, unless otherwise directed. Any accrued benefits unpaid at your death will be paid to your estate, or if no estate, to your beneficiary. If you have assigned

your benefits, we will honor the assignment if a signed copy has been filed with us. We are not responsible for the validity of any assignment.

Travel Insurance is underwritten by Transamerica Casualty Insurance Company, Columbus, Ohio; NAIC # 10952 (all states except as otherwise noted) under Policy/Certificate Form series TAHC5000. In CA, HI, NE, NH, PA, TN and TX Policy/Certificate Form series TAHC5100 and TAHC5200. In IL, IN, KS, LA, OH, OR, VT, WA and WY Policy Form #'s TAHC5100IPS and TAHC5200IPS. Certain coverages are under series TAHC6000 and TAHC7000.

This is a brief Description of Coverage which outlines benefits and amounts of coverage that may be available to you. If you are a resident of one of the following states (IL, IN, KS, LA, OH, OR, VT, WA or WY), your Policy is provided on an individual form. To obtain a copy of your Individual Policy or Group Certificate for all states based on your state of residence, or information regarding the insurance premium portion of your plan cost, visit <http://www.affinitytravelcert.com> or call 1-800-453-4090. Your Individual Policy or Group Certificate will govern the final interpretation of any provision or claim. For Maryland residents only, to file a complaint with the Maryland Department of Insurance, call 1-800-492-6116 or visit www.mdinsurance.state.md.us.

This plan provides insurance coverage that applies only during the covered trip. You may have coverage from other sources that provides you with similar benefits but may be subject to different restrictions depending upon your other coverages. You may wish to compare the terms of this policy with your existing life, health, home and automobile policies. If you have any questions about your current coverage, call your insurer, insurance agent or broker. The purchase of this plan is not required in order to purchase any other travel product or service offered to you by your travel retailers. Unless individually licensed as an insurance agent, your travel agent is not qualified or authorized to answer your technical questions about the benefits, exclusions or conditions of this plan or to evaluate the adequacy of any existing insurance coverage you may have. Questions should be directed to the plan administrator at the toll-free number provided.

† For New York residents only, the Pre-Departure Cancellation Waiver may be purchased separately from Southwest Vacations Travel Protection. Contact 1-877-538-3815 for details.

Ten Day Right To Examine

If you are not satisfied for any reason, you may cancel the travel insurance portion of your coverage within 10 days of your receipt of this document. Your premium will be refunded, provided there has been no incurred covered expense and you have not departed on your Covered Trip. When so returned, the coverage is void from the beginning. Request a refund in writing by providing your contact information as well as a copy of your plan description to our authorized agent, Aon Affinity, 300 Jericho Quadrangle, P.O. Box 9022, Jericho, NY 11753.

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