



KNOW BEFORE YOU GO

Jetting off anywhere nice this summer? Make sure you sort your travel insurance before you pack your suitcase, with this handy advice from the experts at the Financial Ombudsman Service.

It's the time of year when many of us start to think about making plans for the summer holidays – but whether you plan to go abroad or are thinking about a break closer to home, making your money stretch as far as possible may well be a priority. Taking out travel insurance may not seem that important when you're checking out glossy brochures, and it's tempting to make savings where you can. But a good insurance policy can help you out if things go wrong.

FREQUENT FLIER?

An annual travel insurance policy can be the most cost-effective option for frequent travellers and it can be a good idea to have travel insurance in place from the time you book your holiday. An important part of travel insurance is the cover it provides in the lead up to going away.

If things do go wrong, travel insurance problems can be a cause of real disappointment – what was supposed to be a relaxing escape can turn into something considerably more stressful. This is where the Financial Ombudsman Service may be able to help.

HOLIDAY HASSLES

Last year, the majority of travel insurance complaints referred to the service related to rejected claims

where planned holidays were cancelled. Jenny Jarvis booked a holiday to Greece and took out travel insurance at the same time. In January – five months before the holiday – Miss Jarvis's father was diagnosed with a heart condition. After medical treatment, he appeared to be back to normal but, just a few weeks before she was due to fly out, his condition deteriorated and Miss Jarvis had to cancel her holiday.

The insurer turned down her claim for the cost of the cancelled holiday as it said that Miss Jarvis should've cancelled her holiday in January when she first became aware of her father's condition. After looking at the case, the Financial Ombudsman Service did not agree; at the time there was no reason for Miss Jarvis to think she'd need to cancel her holiday. The ombudsman upheld the complaint and told the insurance company to reimburse her for the cost of the holiday.

If you do need to make an insurance claim, you should find that your insurance company will be able to sort things out quickly and efficiently. But if things don't go smoothly and you're unhappy with the way your insurance company has handled things, the free Financial Ombudsman Service may be able to help. To find out more, visit www.financial-ombudsman.org.uk or call 0300 123 9 123.



Financial
Ombudsman
Service

TRAVEL INSURANCE CHECKLIST

Find a policy that works for you – remember, cheaper isn't necessarily better. Before you buy, make sure the policy covers you for the number of days you're away, the countries you're travelling to, the period before you travel and any adventure sports, like bungee jumping. Other things to look out for:

- If you're doing activities like riding mopeds, make sure you have the necessary licences and certificates you need.
- Limitations and exclusions on the policy – the insurance company should make it clear if there are significant exclusions on the cover they are providing.
- Excesses (the amount you need to pay yourself) – these differ from policy to policy.