


Willis Towers Watson 	SPUERKEESS MILES & MORE LUXAIR VISA/VISA PREMIER/VISA CLASSIC CREDIT CARDS PROTECTION OF PURCHASES
Cover	Documentary evidence in case of claim/Conditions
<p>The insured party must provide Willis Towers Watson with the monthly credit card summary* including the full credit card number of his Miles & More Luxair Visa/Visa Premier/Visa Classic credit card, certifying the purchase of the insured object with this card, as well as any documentary evidence (invoice, till receipt) enabling identification of the insured object, its purchase price and date.</p> <p>* In S-Net the PDF version of the monthly credit card summary can be found under "Mailbox > Documents > Statements and listings"</p>	
Protection of purchases: Characterized theft (aggression or breaking and entry)	<ul style="list-style-type: none"> • The police report (protocol) of the claim reported within 24 hours following the theft to the local police authorities. • In the case of characterized theft with aggression: any evidence such as a doctor's certificate, a written statement or attestation which is dated and signed by a witness and which includes his surname, first name(s), date and place of birth, address, profession and a copy of his identity document. • In the case of theft characterized by breaking and entry: any document proving the breaking and entry such as the estimate of costs or invoice for repairing the lock mechanism or a copy of the insured party's fully comprehensive home or car insurance claim.
Protection of purchases: Non-characterized theft	<ul style="list-style-type: none"> • The police report (protocol) of the claim reported within 24 hours following the theft to the local police authorities.
Accidental damage	<ul style="list-style-type: none"> • The estimate of costs or invoice for repair. • A statement from the seller, specifying the type of damage and certifying that the insured object cannot be repaired.
Cover for items purchased online: Non-delivery or non-compliant delivery	<ul style="list-style-type: none"> • A print-out of the order confirmation (e-mail), any confirmation of the order acceptance by the vendor or a print-out of a screen shot of the order. • Correspondence with the vendor, following the complaint, the dispute or the non-delivery. • In the case of a delivery by a private carrier: the delivery note given to the insured party. • In the case of a postal consignment received by the insured party: the delivery tracking data in the insured party's possession. • In the event that the insured object is returned to the vendor: proof of the shipping fees together with the acknowledgement of receipt. • Willis Towers Watson may ask the insured party to provide other supporting documents considered necessary to complete the claims record.