



Quick Facts about Fainin's Insurance Coverage

Do you worry about carrying the costs for repairs or other expense when lending or borrowing items via Fainin.com? You don't have to since we have a strong insurance partner, AXA XL Insurance*, by our side. Here is the most important information about our coverage at a glance.

<p>What kind of insurance is it?</p>	<p>Fainin has a General Liability insurance that also protects registered Fainin users against certain losses that could occur in the course of renting or borrowing an item via the Fainin platform.</p>
<p>Who is entitled to Fainin's insurance and how do I get it?</p>	<p>The following criteria must be met for protection under Fainin's General Liability insurance:</p> <ul style="list-style-type: none"> (a) You are a registered user of the Fainin platform. (b) The associated rental transaction was accepted and paid for through the Fainin platform. (c) The bodily injury or property damage has occurred as a result of the rental business via the Fainin platform.
<p>What is covered?</p>	<p>The insurance covers losses up to € 15,000 or each transaction through the platform. The coverage applies to bodily injuries or property damages for which the lenders or borrowers are liable under statutory provisions.</p> <p>Please see two examples of insured losses below (A = Lender, B = Borrower):</p> <ul style="list-style-type: none"> 1) A lends B a bike with a faulty brake. Due to the faulty brake, B falls and breaks his or her arm. → B's bodily injury is covered. 2) A lends B a bike that is free of defects. By carelessness, B drives against a light post. The bike's gears break. → The property damage to the bike is insured.
<p>What is not covered?</p>	<p>The insurance does not cover bodily injury or property damage losses that occurred as a result of:</p> <ul style="list-style-type: none"> (a) Deliberate or intentional acts by the User (b) Crimes or acts that constitute a crime (c) Use of motor vehicles, watercraft or aircraft incl. drones over 5kg (d) Use, ownership or leasing of buildings or land (e) Use of guns and firearms <p>Notwithstanding any other terms and conditions of the insurance contract, insurance coverage, including the payment of any claims or the provision of any benefits by the insurer, is only provided as far and as long this is not banned by any economic, trade or financial sanctions or embargos of the UN, the EU or otherwise applicable sanctions and embargos.</p>

* AXA XL Insurance offers property, casualty, professional, financial lines and specialty insurance solutions to mid-sized companies through to large multinationals globally. It is one of four business groups within the AXA XL division of AXA. AXA, the AXA and XL logos are trademarks of AXA SA or its affiliates.

	<p>Please see two examples of uninsured losses below (A = Lender, B = Borrower):</p> <p>1) A lends B broken drill. The machine doesn't even start and B therefore wants his or her money back. → Not covered, because no bodily injury or property damage has taken place.</p> <p>2) A lends B a drill that is free of defects. By carelessness, B drops the tool that falls onto his / her own foot breaking a toe. → Not covered because A can not be held liable for this bodily injury.</p>
<p>Are there any further exclusions?</p>	<p>To find out more about the exclusions, please contact Fainin by clicking on the 'contact' button on the website.</p>
<p>What do I have to do when a damage or injury occurs?</p>	<p>(a) Please contact Fainin as soon as possible. (b) For claims processing, you will be asked to provide details of how the injury or damage occurred. Please note down details of independent witnesses and take photos of the damage if appropriate. (c) Fainin will provide you with a claims form. Please fill it out and return signed immediately.</p>
<p>In case you are not satisfied with the processing of a claim you can send a complaint to AXA XL Insurance at:</p>	<p>XL Insurance Company SE Complaints Manager 20 Gracechurch Street London EC3V 0XL United Kingdom Complaints.Europe@axaxl.com</p> <p>If you contact AXA XL please read AXA XL's Data privacy Notice which is available at: https://axaxl.com/privacy-and-cookies.</p>
<p>You may also address your complaint to:</p>	<p>Versicherungsombudsmann e.V. Leipziger Str. 121 10117 Berlin Germany</p> <p>The admissibility of your complaint shall be based on the rules of procedure of the Financial Ombudsman Service ("Verfahrensordnung").</p>

Note

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For detailed information, please refer to the original insurance certificate ("Versicherungsausweis").