Guide to Benefits

MasterCard Commercial Guide to Benefits

This MasterCard Commercial Guide to Benefits describes the valuable programs available to you as a cardholder of:

- MasterCard BusinessCard® Card
- MasterCard Executive BusinessCard® Card
- MasterCard® Professional Credit Card
- Debit MasterCard® Professional Card
- World MasterCard® for Business Card
- Debit MasterCard BusinessCard® Card
- MasterCard® Small Business Multi Card
- MasterCard Corporate Card®
- MasterCard Corporate Executive Card®
- MasterCard Corporate Purchasing Card®
- MasterCard Corporate Fleet Card®
- MasterCard Corporate Multi Card® Card
- MasterCard Public Sector Travel Card®
- MasterCard Public Sector Purchasing Card®
- MasterCard Public Sector Fleet Card®
- MasterCard Public Sector Multi Card® Card
- MasterCard Government Travel Card®
- MasterCard Government Purchasing Card®
- MasterCard Government Fleet Card®
- MasterCard Government Integrated Card®

Important information. Please read and save.

To file a claim or for more information on any of these services, call the MasterCard Assistance Center at 1-800-MC-ASSIST, or en Español: 1-800-633-4466.

*Card® refers to MasterCard® card, and “Cardholder” refers to a MasterCard® cardholder.

MasterCard Guide to Benefits
Benefits that are always with you
The chart below identifies the specific benefits of each program at a glance. We suggest you take a few minutes to familiarize yourself with the benefits of each program. You may also want to make a photocopy to take with you when traveling. This Guide applies to travel and retail purchases made on or after February 1, 2008, and supersedes any previous Guide or program.

### Benefits Overview

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* Driver-assigned cards only

**Key Term:**
- **You** or **Yours** means MasterCard cardholder.

**To get coverage:**
- Initiate and pay for the entire rental agreement/contract (tax, gratuity, etc.) with your MasterCard card. Any rental vehicle you rent must be billed to your MasterCard card.
- You must decline the Collision/Damage Waiver offered by the vehicle rental agency.
- Your rental agreement/contract must be for a rental period of 31 days or less. MasterCard will not cover any rental periods that exceed 31 consecutive days.
- Excludes rental vehicles that have a manufacturer’s suggested retail price (MSRP) of $50,000 or less.
- Excludes rental vehicles that were manufactured for at least ten (10) years or limousines.

**The kind of coverage you receive:**
- **MasterRental** will pay for covered damages on a primary basis up to the limits shown below. If you or an authorized driver is legally responsible to the rental agency, you may be eligible for benefits under this coverage. MasterRental is subject to the limits below.

**Who is covered?**
- The MasterCard cardholders and those designated in the vehicle rental agreement/contract as authorized drivers.
- You, your associates, and your immediate family are considered to be authorized drivers.
- Any rental vehicle that has a manufacturer’s suggested retail price (MSRP) of $50,000 or less.
- Any rental vehicle that was manufactured for at least ten (10) years or limousines.

**Excluded rental vehicles:**
- All trucks, pickups, full-size vans, and other recreational vehicles.
- All sport utility vehicles (excluding, but not limited to, SUVs, minivans, and limousines).
- Trailers, motorbikes, motorcycles, and any other vehicle having a manufacturer’s suggested retail price (MSRP) of $50,000 or less.
- Antiques (vehicles that are more than twenty (20) years old and manufactured for at least ten (10) years or limousines.

**MasterRental Insurance**

MasterCard cardholders can benefit from the security and safety of the MasterRental® Insurance Service. To learn more about this service, please call 1-800-MC-ASSIST.
**MASTER Rental INSURANCE**

MasterCard cardholders can benefit from the security and safety offered through MasterRental Insurance. If you rent a vehicle for 31 consecutive days or less with your MasterCard card, you may be eligible for benefits under this coverage. MasterRental is an insurance program.

Key terms:
- **You** or **Yours** means MasterCard cardholder.

To get coverage:
- Initiate and pay for the entire rental agreement/contract (tax, gasoline, and airport fees are not considered rental charges) with your MasterCard card. If a rental agency promotion/discount of any kind is initially applied toward payment of the rental vehicle, at least one (1) day of rental must be billed to your MasterCard card.
- You must decline the Collision/Damage Waiver offered by the vehicle rental agency.
- You must rent the vehicle in your own name and sign the vehicle rental agreement/contract.
- Your rental agreement/contract must be for a rental period of 31 consecutive days or less.
- Rental periods that exceed or are intended to exceed 31 consecutive days are not covered.
- You must rent a vehicle (including minivans and sport utility vehicles that are designed to accommodate nine passengers or fewer) that is intended for bound surfaces, such as concrete and tarmac. Rented vehicles must have a manufacturer’s suggested retail price that does not exceed USD $50,000.

The kind of coverage you receive:
- MasterRental will pay for covered damages on a primary basis for which you or any other authorized driver is legally responsible to the rental agency.
- Covered damages include:
  - Physical damage and theft of the vehicle, not to exceed the limits outlined below.
  - Reasonable loss of use charges imposed by the vehicle rental agency for the period of time the rental vehicle is out of service. Loss of use charges must be substantiated by a location and class specific fleet utilization log.
  - Reasonable towing charges to the nearest factory-authorized collision repair facility.
  - Secondary Personal Effects benefits covers damage or theft of such effects. You must first file under other applicable insurance (for example, home or business), then we’ll cover whatever is not covered by your insurance.
  - Theft or damage to personal effects while in transit in the rental vehicle or in any building en route during a trip using the rental vehicle.
- If you or an authorized driver’s primary vehicle insurance or other coverage has made payments for a covered loss, MasterRental will cover your deductible and any other eligible amounts not covered by other insurance.
- This coverage is not all-inclusive, which means it does not cover such things as personal injury or personal liability. It does not cover you for any damages to other vehicles or property. It does not cover you for any injury to any party.

Who is covered?
- The MasterCard cardholders and those designated in the vehicle rental agreement/contract as authorized drivers.
- You, your associates, and your immediate family are covered by the Secondary Personal Effects benefit, subject to the limits below.

Excluded rental vehicles:
- All trucks, pickups, full-size vans mounted on truck chassis, campers, off-road vehicles, and other recreational vehicles.
- All sport utility trucks. These are vehicles that have been or can be converted to an open, flatbed truck (including, but not limited to, Chevy Avalanche, GMC Envoy, and Cadillac Escalade EXT).
- Trailers, motorbikes, motorcycles, and any other vehicle having fewer than four (4) wheels.
- Antique vehicles (vehicles that are more than twenty (20) years old or that have not been manufactured for at least ten (10) years) or limousines.
- Any rental vehicle that has a manufacturer’s suggested retail price that exceeds USD $50,000.

Where you are covered:
In general, coverage applies worldwide, but there are exceptions:
- You may be unable to receive benefits in Australia, New Zealand. Please contact your vehicle rental agency for details.
- Coverage is not available where prohibited by law.

Coverage limitations:
- MasterRental will pay the lesser of the actual rental salvage, or USD $50,000 per incident for which an authorized driver is legally responsible to the rental agency.
- Secondary Personal Effects benefit will pay up to the limit of USD $5,000 per occurrence, not to exceed a total of USD $20,000.
- MasterRental will not pay for or duplicate the Collision/Damage Waiver from the rental agency.

What is NOT covered:
- Vehicle not rented by the MasterCard cardholder or person not designated in the rental agreement/contract.
- Any obligations you assume other than that which arise out of your capacity as an authorized driver.
- Any violation of the written terms and conditions of the rental agreement.
- Any loss that occurs while driving under the influence of alcohol or drugs.
- Losses involving the theft of the rental vehicle which are not covered by the keys to the rental vehicle at the time the rental agreement ends, as a result of negligence.
- Mechanical failures caused by wear and tear, or normal maintenance
- Subsequent damages resulting from a failure to repair or replace a damaged part of the rental vehicle.
- Blowouts or tire/rim damage that is not caused by a collision.
- Rental vehicles where Collision/Damage Waiver(s) are not given to you by the rental agency.
- Any damage that is of an intentional or non-accidental nature including but not limited to.
- Any person not designated in the rental agreement/contract.
- Any authorized drivers of the rental vehicle. [Exclusions to insurance include any driver or joint cardholder is liable for damages to the rental vehicle or for the charges from damages to the rental vehicle. The individual or joint cardholder is a victim of the damage or is found by a court of law to be liable for the charges from damages to the rental vehicle.]
- Any damage arising from the rental vehicle not being driven during the term of the rental agreement.
- Any loss that occurs while driving under the influence of alcohol or drugs.
- Any person not designated in the rental agreement/contract.
- Vehicle not rented by the MasterCard cardholder or person not designated in the rental agreement/contract.
- Any obligations you assume other than that which arise out of your capacity as an authorized driver.
- Any violation of the written terms and conditions of the rental agreement.
- Any loss that occurs while driving under the influence of alcohol or drugs.
- Losses involving the theft of the rental vehicle which are not covered by the keys to the rental vehicle at the time the rental agreement ends, as a result of negligence.
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- Rental vehicles where Collision/Damage Waiver(s) are not given to you by the rental agency.
- Any damage that is of an intentional or non-accidental nature including but not limited to.
- Any person not designated in the rental agreement/contract.
- Any authorized drivers of the rental vehicle. [Exclusions to insurance include any driver or joint cardholder is liable for damages to the rental vehicle or for the charges from damages to the rental vehicle. The individual or joint cardholder is a victim of the damage or is found by a court of law to be liable for the charges from damages to the rental vehicle.]
- Any damage arising from the rental vehicle not being driven during the term of the rental agreement.
- Any loss that occurs while driving under the influence of alcohol or drugs.
- Any person not designated in the rental agreement/contract.
- Vehicle not rented by the MasterCard cardholder or person not designated in the rental agreement/contract.
- Any obligations you assume other than that which arise out of your capacity as an authorized driver.
- Any violation of the written terms and conditions of the rental agreement.
- Any loss that occurs while driving under the influence of alcohol or drugs.
- Losses involving the theft of the rental vehicle which are not covered by the keys to the rental vehicle at the time the rental agreement ends, as a result of negligence.
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- Subsequent damages resulting from a failure to repair or replace a damaged part of the rental vehicle.
- Blowouts or tire/rim damage that is not caused by a collision.
- Rental vehicles where Collision/Damage Waiver(s) are not given to you by the rental agency.
- Any damage that is of an intentional or non-accidental nature including but not limited to.
- Any person not designated in the rental agreement/contract.
- Any authorized drivers of the rental vehicle. [Exclusions to insurance include any driver or joint cardholder is liable for damages to the rental vehicle or for the charges from damages to the rental vehicle. The individual or joint cardholder is a victim of the damage or is found by a court of law to be liable for the charges from damages to the rental vehicle.]
- Any damage arising from the rental vehicle not being driven during the term of the rental agreement.
- Any loss that occurs while driving under the influence of alcohol or drugs.
- Any person not designated in the rental agreement/contract.
- Vehicle not rented by the MasterCard cardholder or person not designated in the rental agreement/contract.
- Any obligations you assume other than that which arise out of your capacity as an authorized driver.
- Any violation of the written terms and conditions of the rental agreement.
What is NOT covered:

• Vehicle not rented by the MasterCard cardholder or authorized user on MasterCard account.
• Any person not designated in the rental agreement/contract as an authorized driver.
• Any obligations you assume other than that which is covered under MasterRental coverage.
• Any loss caused by the vehicle being rented by the MasterCard cardholder or any other person not designated to use the vehicle such as concrete damage that does not contribute to the damage.
• Any person not in the rental agreement/contract as an authorized driver.
• Vehicle not rented by the MasterCard cardholder or authorized user on MasterCard account.

Coverage limitations:

• MasterRental will pay the lesser of the actual repair amount, current market value (less salvage), or USD $50,000 per incident for which the MasterCard cardholder or any other authorized driver is legally responsible to the rental agency.
• Secondary Personal Effects benefit will pay up to USD $1,000 per covered person, per occurrence, not to exceed a total of USD $2,000 per any single rental period.
• MasterRental will not pay for or duplicate the Collision/Damage Waiver coverage offered by the rental agency.

Where you are covered:

In general, coverage applies worldwide, but there are exceptions:
• You may be unable to receive benefits in Australia, Ireland, Israel, Italy, Jamaica, and New Zealand. Please contact your vehicle rental agency before you travel.
• Coverage is not available where prohibited by law.

How to file a claim under MasterRental:

• Call 1-800-MC-ASSIST to request a claim form, or if the loss or the claim may not be honored. You may choose to assign your benefits under this program to another entity.
• Submit the following documentation within 180 days of the incident:
  • Completed and signed claim form.
  • MasterCard receipt showing the rental.
  • Rental agreement/contract showing the rental.
  • The rental agreement (front and back).
  • Copy of valid driver’s license (front and back).
  • Report from police verifying that vehicle was stolen.
  • Itemized repair estimate from a factory authorized repair facility.
  • Copy of vehicle rental agency promotion/discount savings offered.
  • Copy of the rental vehicle location class-specific rates.
  • Copy of the declarations page of any applicable insurance policy.
  • Any other documentation that may be reasonably required.

Reminder: Please refer to the Final Legal Disclosures above.

* • Any other documentation that may be reasonably required.

** • Any other documentation that may be reasonably required.

Pursuit Assurance

MasterCard cardholders can benefit from the security and convenience of MasterCard Purchase Assurance Coverage. If something you bought within 90 days of purchase, you may be eligible for purchase assurance coverage. It is an insurance program.

Key terms:
• You or Yours means MasterCard cardholder.
• Stolen means items that are taken by force or fraud from a known place under circumstances that result in a loss of possession.
• Damage means items that can no longer perform their normal service due to broken parts or material defects.

To get coverage:
• You must purchase the new item entirely with your MasterCard card.

The kind of coverage you receive:
• Most items you purchase entirely with your MasterCard card during a 90-day period are covered.
• Items you purchase with your MasterCard card and are stolen within 90 days of purchase are covered.

Coverage limitations:
• Coverage is limited to the actual cost of the item purchased and does not cover any other costs associated with the item.
• Coverage is limited to a maximum of USD $10,000 per cardholder account per twelve (12) month period.
How to file a claim under MasterRental coverage:

- Call 1-800-MC-ASSIST to request a claim form. You must report the claim within 30 days of the loss or the claim may not be honored.
- You may choose to assign your benefits under this insurance program to the rental agency from which you rented your vehicle. Please contact 1-800-MC-ASSIST for further details.

Submit the following documentation within 180 days of the incident or the claim will not be honored:

- Completed and signed claim form.
- MasterCard receipt showing the rental.
- MasterCard statement showing the rental.
- The rental agreement (front and back).
- Copy of valid driver's license (front and back).
- Report from police verifying that vehicle was stolen, vandalized, or involved in a collision.
- Itemized repair estimate from a factory authorized collision repair facility.
- Copy of vehicle rental agency promotion/discount, if applicable.
- Copy of the vehicle rental location class-specific fleet utilization log if loss of use charges are being claimed. You must secure this log from the rental agency.

- For Personal Effects benefits:
  - Report from police listing items stolen.
  - Copy of the declarations page of any applicable insurance or protection (including, but not limited to, homeowner's, renter's, or auto insurance policy).
  - Photograph clearly showing damage, if applicable.

- Any other documentation that may be reasonably requested to validate a claim.

Reminder: Please refer to the Final Legal Disclosure section, MR-CORP-DCB (1-05)

**Purchase Assurance Coverage**

MasterCard cardholders can benefit from the security and safety offered through Purchase Assurance Coverage. If something you bought with your MasterCard card is damaged or stolen within 90 days of purchase, you may be eligible for benefits under this coverage. Purchase Assurance Coverage is an insurance program.

**Key terms:**

- You or Yours means MasterCard cardholder.
- Stolen means items that are taken by force or under duress or the disappearance of the item from a known place under circumstances that would indicate the probability of theft.
- Damage means items that can no longer perform the function they were intended to do in normal service due to broken parts or material or structural failures.
- Replacement means MasterCard cardholder.

To get coverage:

- You must purchase the new item entirely with your MasterCard card for yourself or to give as a gift.
- Original purchase does not have to be registered to receive this benefit.

The kind of coverage you receive:

Most items you purchase entirely with your MasterCard card are covered if damaged or stolen for 90 days from the date of purchase as indicated on your MasterCard receipt.

Items you purchase with your MasterCard card and give as gifts also are covered.

This coverage is secondary to any other applicable insurance or coverage available to you or the gift recipient. Coverage is limited to only those amounts not covered by any other insurance or coverage benefit.

Coverage limitations:

- Coverage is limited to the actual cost of the item (excluding delivery and transportation costs).
- Coverage is limited to a maximum of USD $10,000 per claim and a total of USD $50,000 per cardholder account per twelve (12) month period.

- Purchases that are made up of a pair or set where replacement of the specific item stolen or damaged individually or repaired, the value of the pair or set.
- Coverage for stolen or damaged jewelry or fine art is not available in all states.

**What is NOT covered:**

- Items left in public sight, out of arm’s reach, and not within the driver’s visual line of sight, unless the person, per se, or as a public or private act, failed to exercise reasonable care by any kind, including, but not limited to, informed support line or technical support for software.
- Professional services (including, but not limited to, software, installation, or support line or technical support for software.
- Application programs, computer programs, operating systems, and any software.
- Losses resulting from war or hostilities of any kind, including, but not limited to, informed support line or technical support for software.
- Direct or indirect loss resulting from any Acts of God, hurricane, lightning, and earthquake.

**Reminder:**

- Please refer to the Final Legal Disclosure section, MR-CORP-DCB (1-05)
What is NOT covered:

Items left in public sight, out of arm’s reach, lacking care, custody, or control by the MasterCard cardholder or responsible party.

Items that mysteriously disappear (the only proof of loss is unexplained or there is no physical evidence to show what happened to the item) without any evidence of a wrongful act.

Items that are stolen from any location or place (including, but not limited to, exercise facilities, places of employment, schools, or places of worship) due to the lack of due diligence by you or another party. “Due diligence” means the performance of all vigilant activity, attentiveness, and care that would be taken by a reasonable and prudent person in the same or similar circumstances in order to guard and protect the item.

Items lost, stolen, damaged, or mis-delivered while under the care, custody, and control of another party or common carrier (including, but not limited to, airlines, the U.S. Postal Service, UPS, FedEx, or other delivery services).

Losses due to normal wear and tear, misuse, gradual deterioration, and/or abuse.

Losses resulting from any dishonest, fraudulent, or criminal act committed or arranged by you.

Losses that cannot be verified or substantiated.

Items covered by a manufacturer’s recall or class action suit.

Items that you damage through alteration (including, but not limited to, cutting, sawing, shaping).

Used or antique items; collectibles of any kind (such as items designed for people to collect or items that over time become collectibles); recycled, previously owned, refurbished, rebuilt, or remanufactured items.

Stolen items without documented report from the police.

Items that are damaged during transport via any mode.

Items stolen from the interior or exterior of a watercraft/boat, aircraft, motorcycle, automobile or any other motor vehicles.

Motorized vehicles, including, but not limited to, automobiles, watercraft/boats, aircraft, and motorcycles or their motors, equipment, or accessories. Motorized equipment not designed for transportation and used solely for the upkeep and maintenance of a residence is eligible for coverage (including, but not limited to, snow thrower, lawn mowers, and hedge trimmers).

Land, any buildings (including, but not limited to, homes and dwellings), permanently installed items, fixtures, or structures.

Traveler’s checks, tickets of any kind (for example, for airlines, sporting events, concerts, or lottery), negotiable instruments, bullion, rare or precious metals, stamps, and coins and currency or its equivalent.

Losses caused by insects, animals, or pets.

Plants, shrubs, animals, pets, consumables, and perishables.

Items purchased for resale or rental use.

Professional services (including, but not limited to, the performance or rendering of labor or maintenance; repair or installation of products, goods, or property; professional advice of any kind, including, but not limited to, information/services or advice secured from any help or support line; or technical support for software, hardware, or any other peripherals).

Application programs, computer programs, operating software, and other software.

Losses resulting from war or hostilities of any kind (including, but not limited to, invasion, terrorism, rebellion, insurrection, riot, or civil commotion); confiscation or damage by any government, public authority, or customs official; risks of contraband; illegal activity or acts.

Losses caused by power surge, and contamination by radioactive or other hazardous substances, including mold.

Losses caused by inherent product defects or pre-existing conditions.

Direct or indirect loss resulting from any Acts of God (including, but not limited to, flood, hurricane, lightning, and earthquake).

Purchases that are made up of a pair or set will be limited to the cost of repair or replacement of the specific item stolen or damaged. If the specific item cannot be replaced individually or repaired, the value of the pair or set will be covered not to exceed the limits above.

Coverage for stolen or damaged jewelry or fine art will be limited to the actual purchase price as listed on your credit card statement, regardless of sentimental or appreciated market value.

Reminder: Please refer to the Final Legal Disclosure.
• Losses caused by liquids, fluids, oils, chemicals, or bodily fluids/excretions.
• Indirect or direct damages resulting from a covered loss.
• Game animals, pets, or specimens preserved for display (for example, fish, birds, reptiles, or mammals).
• Items stolen or damaged at a construction/worksite.
• Rent, leased, or borrowed items for which you will be held responsible.

How to file a claim under Purchase Assurance coverage:
• Call 1-800-MC-ASSIST to request a claim form. You must report the claim within 30 days of the loss or the claim may not be honored.
• Submit the following documentation within 90 days of the date you report the claim:
  – Completed and signed claim form.
  – Proof of loss.
  – Photograph clearly showing damage, if applicable.
  – MasterCard receipt showing purchase of covered item.
  – MasterCard statement showing purchase of covered item.
  – Itemized purchase receipt.
  – Report from police listing items stolen.
  – Copy of the declarations page of any applicable insurance or protection (including, but not limited to, homeowner’s, renter’s, or auto insurance policies).
  – Any other documentation that may be reasonably requested to validate a claim.

Reminder: Please refer to the Final Legal Disclosure section. PA-CORP-DCB (1-05)

Extended Warranty Coverage

MasterCard cardholders can benefit from the security and safety offered through Extended Warranty coverage. Extended Warranty Coverage is an insurance program.

Key term:
• You or Yours means MasterCard cardholder.

To get coverage:
• You must purchase the new item entirely with your MasterCard card for yourself or to give as a gift.
• The item must have an original manufacturer’s (or U.S. store brand) warranty of 60 months or less.
• The original purchase does not have to be registered to receive this benefit.

The kind of coverage you receive:
• Extended Warranty doubles the original warranty time period and duplicates the coverage of the original manufacturer’s (or U.S. store brand) warranty up to a maximum of 12 months on most items you purchase. For products with multiple warranty components, each warranty time period will be duplicated up to a maximum of 12 months. Should you fail to properly register the original warranty as required by manufacturer, Extended Warranty will only double the actual warranty time period that you received from the manufacturer. An example of a product with multiple warranty components includes an appliance with original manufacturer’s (or U.S. store brand) warranties that differ for parts, labor, compressor, and so on.

• If you purchase a service contract or an optional extended warranty of 12 months or less on your item, Extended Warranty will cover up to an additional 12 months after the original manufacturer’s (or U.S. store brand’s) warranty and the purchased service contract or extended warranty coverage period end. If your service contract or extended warranty exceeds 12 months, this coverage does not apply.

• If you do not have an additional service contract or an optional extended warranty, this Extended Warranty benefit commences the day after your original manufacturer’s (or U.S. store brand’s) warranty expires.

Coverage limitations:
• The maximum Extended Warranty benefit for repair or replacement shall not exceed the actual amount charged on your MasterCard card or USD $10,000, whichever is less.
• If either the original manufacturer’s (or U.S. store brand’s) warranty or the service contract covers more than 60 months, Extended Warranty benefits will not apply.

• The administrator will decide if a covered failure will be reimbursed up to the amount paid for the failure or the claim may not be honored.

What is NOT covered:
• Used or antique items; collectibles of any kind, including, but not limited to, homeowner’s, renter’s, or auto insurance policies.
• Floor models that do not come with an original manufacturer’s (or U.S. store brand’s) warranty.
• Motorized vehicles, including, but not limited to, motorcycles or their motors, equipment, or accessories.
• Land; any buildings (including, but not limited to), installed items, fixtures, or structures.
• Plants, shrubs, animals, pets, consumables, and maintenance.
• Professional Services (including, but not limited to, repair or maintenance; repair or installation of parts, labor, or product of any kind, including, but not limited to, information help or support line; or technical support for software applications).
• Application programs, operating software, and peripherals.
• Items purchased for resale or rental use.
• Mechanical failures caused by lack of maintenance, power surge; contamination by dust, dirt, or collection of any kind (including, but not limited to, information help or support line; or technical support for software applications).
• All types of media with stored data or music (including, but not limited to, CDs, DVDs, video cassettes, CDs, film, and computer software).
• Any shipping charges, transportation and delivery, whether or not stated or covered by the original manufacturer.
• Direct or indirect losses resulting from any Acts of God (including, but not limited to, fire, flood, lightning, earthquake).
• Defective software.
• Defective workmanship.
• Loss remaining after war or hostilities of any kind or any disaster, including, but not limited to, fire, flood, earthquake, or civil commotion.
• Mechanical failures caused by normal wear and tear or failure has occurred.
• Items purchased for resale or rental use.
• Mechanical failures caused by lack of maintenance.
• Losses caused by power surge; contamination by dust, dirt, or collection of any kind, including, but not limited to, information help or support line; or technical support for software applications.

To file a claim for Extended Warranty:
• Call 1-800-MC-ASSIST to request a claim form for the failure or the claim may not be honored.

• Submit the following documentation within 90 days of the date you report the claim may not be honored:
  – Completed and signed claim form.
  – MasterCard receipt showing purchase of covered item.
  – MasterCard statement showing purchase of covered item.
  – Itemized purchase receipt.
  – Service contract or optional extended warranty.
  – Itemized repair estimate.
  – Original manufacturer’s (or U.S. store brand’s) warranty.

Reminder: Please refer to the Final Legal Disclosure section. PA-CORP-DCB (1-05)
• The administrator will decide if a covered failure will be repaired or replaced or whether you will be reimbursed up to the amount paid for the item. Items will be replaced with those of like kind and quality. However, we cannot guarantee to match exact color, material, brand, size, or model.

What is NOT covered:
• Used or antique items; collectibles of any kind (such as items designed for people to collect or items that over time become collectibles) that do not come with a manufacturer warranty (repair or replacement amount will not include market value at time of claim);
• recycled, previously owned, refurbished, rebuilt, or remanufactured items; product guarantees (such as glass breakage); or “satisfaction guaranteed” items.
• Floor models that do not come with an original manufacturer warranty.
• Motorized vehicles, including, but not limited to, automobiles, watercraft/boats, aircraft, and motorcycles or their motors, equipment, or accessories. Parts, if purchased separately, may be covered.
• Land; any buildings (including, but not limited to, homes and dwellings); permanently installed items, fixtures, or structures.
• Plants, shrubs, animals, pets, consumables, and perishables.
• Professional Services (including, but not limited to, professional advice of any kind, including, but not limited to, information/services or advice secured from any help or support line; or technical support for software, hardware, or any other peripheral).
• Application programs, operating software, and other software.
• All types of media with stored data or music (including, but not limited to, computer software, DVDs, video cassettes, CDs, film, and audio cassettes).
• Any shipping charges, transportation and delivery charges, or promised time frames for delivery, whether or not stated or covered by the manufacturer's warranty.
• Direct or indirect loss resulting from any Acts of God (including, but not limited to, flood, hurricane, lighting, and earthquake).
• Indirect or direct damages resulting from a covered loss.
• Mechanical failure arising from product recalls.
• Trip, service, or diagnostic charges in the absence of any covered repairs or verified failure.
• Loss resulting from war or hostilities of any kind (including, but not limited to, invasion, terrorism, rebellion, insurrection, riot, or civil commotion); confiscation or damage by any government, public authority, or customs official; risks of contraband, or illegal activity or acts.
• Mechanical failures caused by normal wear and tear or gradual deterioration where no failure has occurred.
• Items purchased for resale or rental use.
• Mechanical failures caused by lack of maintenance/service
• Losses caused by power surge; contamination by radioactive or other hazardous substances, including mold.

How to file a claim for Extended Warranty coverage:
• Call 1-800-MC-ASSIST to request a claim form. You must report the claim within 30 days of the failure or the claim may not be honored.
• Submit the following documentation within 90 days from the date of failure or the claim may be voided:
  – Completed and signed claim form.
  – MasterCard receipt showing covered item.
  – MasterCard statement showing covered item.
  – Itemized purchase receipt.
  – Original manufacturer’s (or U.S. store brand’s) warranty.
  – Service contract or optional extended warranty, if applicable.
  – Itemized repair estimate from a factory-authorized service provider.
  – Any other documentation that may be reasonably requested to validate a claim.

Reminder: Please refer to the Final Legal disclosure section. EW-CORP-DCB (1-05)
TERMS AND CONDITIONS FOR MASTERASSIST

This document details the MasterAssist™ services available to you as a member of the plan described as follows.

Eligibility: In order to be eligible for the services and benefits offered by MasterCard International through AXA Assistance USA, You must be a beneficiary as defined below.

Membership to the program is non-transferable.

Duration of Coverage: As long as You remain a MasterCard cardholder in good standing, You will have access to the assistance services described herein.

Availability of Services: MasterAssist is available worldwide, with the exception of those countries and territories which may be involved in an international or internal conflict, or in those countries and territories where the existing infrastructure is deemed inadequate by AXA Assistance USA to guarantee service. The Beneficiary may contact MasterAssist prior to embarking on a covered trip to confirm whether or not services are available at his/her destination(s).

Access: The services and benefits offered in the MasterCard program will be arranged by AXA Assistance USA.

For 24-hour emergency assistance call the MasterCard Assistance Center at:
Toll free number in the United States: 1-800-307-7309
Outside the United States, call collect at 636-722-7111

I. GENERAL DEFINITIONS

Beneficiary: An eligible MasterCard® cardholder in good standing whose card has been issued by an institution located in the United States and with his/her permanent address of residence within the United States; such cardholder’s spouse; or, a dependent child under the age of nineteen (19) or under the age of twenty-five (25) in the case of a dependent full-time college student. In either case the family member resides permanently at the same address as the cardholder and is traveling with the cardholder.

Family Member: Any Beneficiary’s common law spouse, and his or her children.

MasterAssist™: Service provided by AXA Assistance USA, Inc. on behalf of MasterCard International.

II. CONTENT OF THE ASSISTANCE SERVICES

The Beneficiary is entitled to obtain the following services (i) when 100 miles (160km) or more away from such Beneficiary’s primary residence; or (ii) while traveling overseas outside the home country of origin:

1. TRAVEL MEDICAL EMERGENCY ASSISTANCE

Referrals to medical services:
If you have a medical emergency while traveling, MasterAssist will refer you to qualified physicians, hospitals, clinics, ambulances, private duty nurses, dentists, dental clinics, services for the disabled, opticians, ophthalmologists, pharmacies, suppliers of contact lenses and medical aid equipment.

For the convenience of the cardholder, MasterAssist will make arrangements for a general practice physician to consult the Beneficiary’s hotel or current location while traveling.

Although MasterAssist service will make every effort, this service may not be available in all states and countries. If a physician can not be dispatched, other arrangements will be made by MasterAssist and options will be offered to the Beneficiary. It is expressly understood and agreed upon that all costs are the sole responsibility of the cardholder.

Hospital admission:
If you require hospitalization, MasterAssist can organize the hospital admission and, if requested, the guarantee of medical expenses. It is expressly understood and agreed upon that all costs are the sole responsibility of the cardholder, and can be charged to the cardholder's account, subject to authorization by the Card Issuer.

Medical transportation/Medical evacuation
If the MasterAssist medical department determines that adequate medical facilities are not locally available in the event of an accident or illness, MasterAssist service will arrange for an emergency evacuation to the nearest facility capable of providing adequate care. The MasterAssist service team of physicians will be able to make travel recommendations including the mode of transport, whether or not an escort is needed (medical or non-medical), as well as ground transport requirements (for example, wheelchair assistance, ambulance at each end). It is expressly understood and agreed upon that all costs are the sole responsibility of the cardholder.
MasterAssist Medical Protection can help you get the best care. MasterAssist Medical Protection is an insurance program.

What is covered:
- A global referral network of local physicians, dentists, hospitals, and pharmacies.
- Emergency treatment by a physician or dentist, for covered medical, surgical, and dental conditions arising from illness or accidental injury incurred during your trip. Each covered individual can receive up to USD $2,500 in coverage. (Because coverage is secondary, file a claim with your own insurance company first, then we'll help cover the difference.) There is a deductible of USD $50 per person, per trip.
- Coverage is limited to emergency medical services resulting from accidental injury or emergency illness, which, if not treated immediately, could be expected by a prudent layperson to place a patient's life, or the life of an unborn child, in jeopardy or seriously impair the patient's bodily functions. Emergency illness benefits are limited to a maximum of USD $500 per day.
- If you're hospitalized while traveling alone, we'll make arrangements to obtain care. If needed, we'll pay for transportation to another medical facility or your home. If you're traveling with dependent children, we'll arrange, and pay, for their return home if your hospitalization is expected to last 8 days or more.
- When you're traveling alone and hospitalized outside the United States for more than 8 days, we'll make and pay for travel arrangements for a round-trip, economy-class ticket to bring a relative or close friend to you. If you need to recuperate in a hotel after hospitalization, we'll pay up to USD $75 a day, up to 5 days, to help cover hotel expenses.
- If you die while traveling, we'll arrange for your remains to be sent home, pay for repatriation, and help make arrangements for your travel companion(s) to get home. We would do the same for you if your travel companion(s) should die.
- If one of your immediate relatives dies at home while you're traveling abroad, we'll pay for your return to the United States.
- Coverage is secondary to any existing health and dental coverage (such as worker's compensation, disability benefits law, or similar law) whether or not a claim is filed under such insurance.

What is NOT covered:
- Medical or dental expenses payable under any existing group health or accident insurance policies for any expenses incurred after your return to your city of residence.
- War or hostilities of any kind (for example, invasion, rebellion, insurrection, commotion); confiscation or damage caused by any government, public authority, or person or thing acting in contravention of law; acts of war; illegal activity or acts of military duty.
- Air travel, except as a passenger on a licensed aircraft operated by an airline.
- Non-emergency services, supplies, or charges.
- Injury, illness, or loss due to normal pregnancy or childbirth; illegal activity or acts of military duty.

How to file a claim:
1. Call 1-800-MC-ASSIST to obtain a claim form. Report the claim within 90 days of the completion of the care you receive, or we will not be able to honor your claim.
2. Complete and send the claim form with all documentation to the MasterAssist Legal Assistance Center staff. All other travel benefits must be approved in advance by the Card Issuer.
3. If a cardholder's mailing address is in the State of New York, mail legal documents to:
   MasterAssist Legal Assistance Center, 1107 Broadway, Suite 1100, New York, NY 10010
4. LEGAL ASSISTANCE
The Beneficiary is entitled to obtain the following services:
- Legal Referrals
  MasterAssist provides referrals to lawyers or other legal service providers based on the Beneficiary's name, address, telephone number, office hours, specialty and language. There is sufficient information to do so, we shall refer you to two or more law firms.
  MasterAssist assumes no responsibility for the quality of the legal services provided. It is expressedly understood and agreed upon that all costs are the sole responsibility of the cardholder.
- Legal Assistance—Up to USD $1,000
  If you are jailed (or threatened to be) following a road traffic accident, MasterAssist will cover, advance and advance the fees of a lawyer. It is expressly understood and agreed upon that all costs are the sole responsibility of the cardholder.
- Legal Referrals
  MasterAssist will make available to Beneficiary:
  - Information for preparing a journey
  - Information on visas, passports
  - Information on inoculation requirements for foreign travel
  - Information on customs and duty regulations,
  - Information on foreign exchange rates and value-added taxes
  - Referrals to Embassies or Consulates
5. TRAVEL-ORIENTED EMERGENCY ASSISTANCE

Cash advances Up to USD $5,000

In the event of lost or stolen cash, Travelers Checks, credit cards, or ATM cards are no ATMs available at the Beneficiary's location, MasterAssist will provide assistance in locating lost luggage, lost document, ticket replacement, and return trip as required.

Lost document, ticket replacement, and return trip assistance may be available in the event that you are unable to return to your city of residence. Please keep in mind that you will be responsible for the fees associated with any lost or stolen document.

6. CAR ROADASSIST® SERVICE

• If your car breaks down while you are traveling across the United States or District of Columbia, just call 1-800-MC-ASSIST and talk to MasterAssist.
• We’ll send someone to the rescue. This is not only reassuring, it’s also cost-effective because fees for many services (jump-starts, towing, etc.) are pre-negotiated.
• Road service fees will be automatically billed to your credit card.
• You are responsible for emergency road service charges associated with your dispatch, even if you are not with your vehicle. MasterCard International is not responsible for lost or damaged property, including rental vehicles.
• Towage is limited to a maximum of 25 miles from the last point of service rendered. Towage is not available to vehicles not accessible by ordinary towing vehicles, or for over 25 miles, or vehicles-in-tow.
• If you have a rental vehicle, be sure to call the car rental company's emergency road service.

Reminder: Please refer to the Final Legal Disclosure section and Original Terms and Conditions of your MasterCard card for complete details.

Additional information:

• Experimental/investigative services, or telephone consultations.
• Medical or dental expenses payable under any existing group health or accident insurance or any expenses incurred after your return to your city of residence.
• War or hostility of any kind (for example, invasion, rebellion, insurrection, riot, or civil commotion); confiscation or damage caused by any government, public authority or customs official; risks of contraband; illegal activity or acts and military duty.
• Air travel, except as a passenger on a licensed aircraft operated by an airline or air charter company.
• Non-emergency services, supplies, or charges.
• Injury, illness, or loss due to normal pregnancy or childbirth, professional athletics or training, participation in any athletic events that require payment of any entry fee, including training for such event(s); mountain climbing, motor competition, intentionally self-inflicting harm.

Additional information:

• All medical transportation must be approved by both the attending doctor and the Assistance Center staff. All other travel benefits must be approved in advance by the Center. All travel will be scheduled, economy class, if original ticket cannot be used. MasterAssist must be given the return ticket(s), or must be reimbursed the value of unused ticket(s). Expenses without prior approval of the Center will not be reimbursed. The maximum amount paid for travel and repatriation costs, besides shipment of remains, is USD $10,000 on any single covered trip.
• By making a request for assistance, or a claim for health or dental benefits, you assign to AXA MasterAssist the rights to receive benefits and/or reimbursement payable under other health or dental insurance for covered services performed or paid for by AXA MasterAssist.

How to file a claim:

1. Call 1-800-MC-ASSIST to obtain a claim form. Report the claim within 60 days of the completion of the care you receive, or we will not be able to honor your claim.
2. Complete and send the claim form with all documentation to the MasterCard Assistance Center.

Reminder: Please refer to the Final Legal Disclosure section.

If a claimant's mailing address is in the State of New York, mileage requirement is not applicable.

3. LEGAL ASSISTANCE

The Beneficiary is entitled to the following services:

Legal Referrals
MasterAssist provides referrals to lawyers or other legal service providers including the provider's name, address, telephone number, office hours, specialty and language resources. Whenever there is sufficient information to do so, we shall refer you to two or more legal professionals so that the Beneficiary may have the benefit of choosing. MasterAssist uses reasonable efforts to ensure that its referrals are to legal service providers who meet the reasonable professional standards of the country or city where the traveler is located. MasterAssist will also follow up with the Beneficiary in each case to ensure that the service rendered was satisfactory.

Legal Assistance—Up to USD $1,000

If you are jailed (or threatened to be) following a road traffic accident, MasterAssist can appoint an interpreter. It is expressly understood and agreed upon that all costs are the sole responsibility of the cardholder, and can be charged to the cardholder's account and subject to authorization by the Card Issuer.

Advance payment for bail bond—Up to USD $5,000

If you are jailed (or threatened to be) following a road traffic accident, MasterAssist shall advance the bail bond. It is expressly understood and agreed upon that all costs are the sole responsibility of the cardholder, and can be charged to the cardholder's account, subject to authorization by the Card Issuer.

4. TRAVEL PERSONAL ASSISTANCE

MasterAssist will make available to Beneficiary:

• Information for preparing a journey
• Information on visas, passports
• Information on in-country requirements for foreign travel
• Information on customs and duty regulations
• Information on foreign exchange rates and value-added taxes
• Referrals to Embassies or Consulates

If needed, MasterAssist will provide assistance in locating lost luggage, lost document, ticket replacement, and return trip as required.

Lost document, ticket replacement, and return trip as required may be available in the event that you are unable to return to your city of residence. Please keep in mind that you will be responsible for the fees associated with any lost or stolen document.
... or vehicles-in-tow. Not accessible by ordinary towing vehicles, or for over one-ton capacity trailers, campers, or vehicles-in-tow.

4. PREVENTIVE ROAD SERVICE

We’ll send someone to the rescue. This is not only reassuring, but it may also save you money because fees for many services (jump-starts, towing, gas delivery, tire changes) are pre-negotiated. Road service fees will be automatically billed to your MasterCard Card account.

5. TRAVEL-ORIENTED EMERGENCY ASSISTANCE

Cash advances Up to USD $5,000

In the event of lost or stolen cash, Travelers Checks, credit and charge cards or in the event that there are no ATM’s available at the Beneficiary’s location, MasterAssist shall advance cash to the Beneficiary (to be charged to cardholder’s account and subject to authorization by the Card Issuer).

Urgent message relay

Transmission of urgent messages from the Beneficiary to relatives, business associates, friends residing in his/her country of residence and vice versa.

Luggage assistance

MasterAssist shall provide assistance in locating lost luggage and shall provide to the Beneficiary regular updates on the location status.

Lost document, ticket replacement, and return trip assistance

In case of loss or theft of the MasterCard card, travel tickets, passport, visa or other identity papers necessary to return home, MasterAssist will provide assistance in replacing them by contacting local police, consulates, airline company or other appropriate entities.

In the event of loss or theft of the transportation ticket to return home, a replacement transportation ticket can be arranged. It is expressly understood and agreed upon that all costs are the sole responsibility of the cardholder, and can be charged to the cardholder’s account, subject to authorization by the Card Issuer.

6. MASTER ROADASSIST® SERVICE

If your car breaks down on the road while you are traveling in the 50 United States or the District of Columbia, just call 1-800-MC-ASSIST and tell us where you are.

We’ll send someone to the rescue. This is not only reassuring, but it may also save you money because fees for many services (jump-starts, towing, gas delivery, tire changes) are pre-negotiated. Road service fees will be automatically billed to your MasterCard Card account.

You are responsible for emergency road service charges incurred by towing facilities responding to your dispatch, even if you are not with your car (or it’s gone) when the tow truck arrives. MasterCard International is not responsible or liable for the service the towing facility provides. Towing facilities are independent contractors, solely liable for their services.

Emergency road service is not available in areas not regularly traveled, in “off-road” areas not accessible by ordinary towing vehicles, or for over one-ton capacity trailers, campers, or vehicles-in-tow.

If you have a rental vehicle, be sure to call the car rental agency before you call 1-800-MC-ASSIST, as many rental agencies have special procedures regarding emergency road service.

Reminder: Please refer to the Final Legal Disclosure section.
**MASTERCard VAT Reclaim Service**

VAT Refunds on Business Travel Expenses

U.S. Companies are entitled to recover the Value Added Taxes (VAT) expenses that your company employees incur on foreign business travel.

The VAT paid on hotel accommodations, employee meals, conferences, exhibitions, trade shows, car hire, and similar business travel expenses are recoverable in most European countries.

The rules and scope of VAT recovery vary from country to country, but we will determine what is eligible for reclaim and will handle all the claim processing and submissions to the VAT Reclaiming Authorities.

To claim VAT refunds, it is essential that your company be able to provide the original hard-copy supplier invoices on which you paid VAT.

MasterCard customers can avail themselves of a discounted fee based on a percentage of the recovered VAT.

For information on our VAT recovery services and to commence your company's VAT reclaim process, contact:

- **U.S. Toll free:** 1.800.306.6068
- **Int’l. telephone:** +353.66.97.61772
- **E-mail:** contact@fexcovatrefunds.com
- **Web:** www.fexcovatrefunds.com

**MasterCard Global Service**

MasterCard Global Services® provides worldwide, 24-hour assistance with lost and stolen card reporting, emergency card replacement, and emergency cash advance. Call MasterCard Global Service immediately to report your card lost or stolen and to cancel the account. If you need to make purchases or arrange for a cash advance, with your issuer's approval, you can receive a temporary card the next day in the United States, and within two business days most everywhere else.

In the United States (including all 50 states, the District of Columbia, the U.S. Virgin Islands, and Puerto Rico) and Canada, call 1-800-MC-ASSIST (1-800-622-7747). When out-of-country and in need of assistance, you can easily reach a specially trained MasterCard Global Service Representative who can help you 24 hours a day, 365 days a year, in any language. You can call toll free from over 75 countries worldwide. Some of the key toll free MasterCard Global Service telephone numbers are:

- Australia.................................................................1-800-120-113
- Austria .................................................................0800-21-8235
- France .................................................................0-800-90-1387
- Germany ..............................................................0800-819-1040
- Hungary .............................................................06800-12517
- Ireland ..............................................................1-800-55-7378
- Italy ....................................................................800-870-866
- Mexico .................................................................001-800-307-7309
- Nederland .........................................................0800-022-5821
- Poland .................................................................0-0800-111-1211
- Portugal ..............................................................800-8-11-272
- Spain .................................................................900-97-1231
- United Kingdom.................................................0800-96-4767

For additional information, or for country-specific toll-free telephone numbers not listed above, visit our Web site at www.mastercard.com or call the United States collect at 1-636-722-7111.

**Account Information and Card Benefits**

When in the United States, contact your card issuer directly for account information and 1-800-MC-ASSIST for card benefits. When traveling outside the United States, call MasterCard Global Service to access your card issuer for account information or to access any of your card benefits.

**ATM Locations**

Call 1-800-4CIRRUS to find the location of a nearby ATM accepting MasterCard®, Maestro®, and Cirrus® brands. At www.mastercard.com to use our ATM locator. You can be anywhere in the world. Be sure you know your PIN (Personal Identification Number) in order to enable cash access.

**ACCOUNT AND BILLING INFORMATION**

Important: Contact your card-issuing financial institution for the account, such as account balance, credit line, billing statement mailing address, exchange rates), merchant disputes, or information about your account. Visit our Web site at www.mastercard.com for information on our VAT recovery services and to commence your company's VAT reclaim process.

**Final Legal Disclosure**

This Guide is not a policy or contract of insurance or other benefits. Benefits are purchased by MasterCard and provided free of charge, and may have associated costs, which will be your responsibility. MasterRentals, Purchase Assurance, Extended Warranty, and MasterCard® Global Service are products provided by various master policy underwriters. MasterCard is a tradename of MasterCard International Incorporated, which owns the master policy. The master policy underwrites the benefits. The insurer maintains physical, electronic, and procedural safeguards that comply with federal regulations to guard against unauthorized access to personal information. The information in this Guide is provided as a summary of the master policy. You may have any questions about the insurance procedures described in this Guide. Your financial institution's phone number should be included on the back of your account. For additional information, or for country-specific toll-free telephone numbers not listed above, visit our Web site at www.mastercard.com or call the United States collect at 1-636-722-7111.

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INFORMATION

Benefits to you:

This Guide is not a policy or contract of insurance or other contract. Benefits are purchased by MasterCard and provided free to you, but non-insurance services may have associated costs, which will be your responsibility (for example, legal referrals are free, but the lawyer’s fee is your responsibility).

MasterRentals, Purchase Assurance, Extended Warranty, and Travel Services Medical Protection coverage are provided under a master policy of insurance issued by Virginia Surety Company, Inc. This Guide is intended as a summary of benefits provided to you. All information about the insurance benefits listed in this Guide is governed by the conditions, limitations, and exclusions of the master policy.

As the insurer of the MasterCard coverage described herein, Virginia Surety Company, Inc. ("VSC") collects personal information about you from the following sources:

- Information the insurer gathers from you, from your request for insurance coverage, or other forms you furnish to the insurer, such as your name, address, telephone number, and information about your transactions with the insurer such as claims made and benefits paid.
- The insurer may disclose all information it collects, as described above, to companies that perform administrative or other services on our behalf solely in connection with the insurance coverage you have received. The insurer does not disclose any personal information about former insureds to anyone, except as required by law.

Information from you to use our ATM locator. You can get cash at over one million ATMs worldwide. Be sure you know your PIN (Personal Identification Number) before you travel in order to enable cash access.

ACCOUNT AND BILLING INFORMATION

Important: Contact your card-issuing financial institution directly for questions concerning your account, such as account balance, credit line, billing inquiries (including transaction exchange rates), merchant disputes, or information about additional services not described in this Guide. Your financial institution’s phone number should be available on your monthly billing statement or on the back of your card.

FINAL LEGAL DISCLOSURE

This Guide is intended as a summary of services, benefits, and limitations that MasterCard actual offerings, such master policies or actual offerings of a conflict between the Guide and the master insurance policy. This Guide is not a policy or contract of insurance or other contract.

Due Diligence: All parties are expected to exercise due diligence to prevent or limit any loss, or damage to the property insured under these programs. No person or entity other than the MasterCard cardholder shall have any legal or equitable right, remedy, or claim for benefits, insurance proceeds and damages under or arising out of these programs. These benefits do not apply if your card privileges have been cancelled. However, insurance benefits will still apply for any benefit you were eligible for prior to the date that your account is suspended or cancelled, subject to the terms and conditions of coverage.

Transfer of rights or benefits: No rights or benefits provided under these insurance benefits may be assigned without the written consent of the claim administrator for these benefits.

Misrepresentation and Fraud: Benefits shall be void if the MasterCard cardholder has concealed or misrepresented any information.

Subrogation: If payment is made under these benefits, the insurer may require the cardholder to recover such amounts from other parties or persons. Any part of payment under these benefits must then be returned to the insurer. Any recover against any other party or person and must do everything in the surety’s interest.

Salvage: If an item is not repairable, the claim administrator may require the gift recipient to send the item to the administrator for salvage at the owner’s expense. Failure to return the item will result in the denial of the claim.

In no event will these insurance benefits apply as contributing to any insurance clause will take precedence over the non-contributory section of the contract. Benefits listed in this Guide are subject to the conditions, limitations, and exclusions of each benefit section.

Effective date of benefits: Effective February 1, 2008, this Guide replaces all prior disclosures, program descriptions, advertising, and brochures by any party. MasterCard and the insurer reserve the right to change the benefits and features of these programs at any time.

Cancellation: We can cancel these benefits at any time or choose not to renew the insurance coverage for all cardholders. If we do cancel these benefits, you will be notified at least sixty (60) days in advance. If the insurance company terminates, cancels, or chooses not to renew the coverage to MasterCard, you will be notified as soon as is practicable. Insurance benefits will still apply for any benefits you were eligible for prior to the date of such terminations, cancellations, or non-renewals, subject to the terms and conditions of coverage.

Benefits to you: These benefits apply only to MasterCard cardholders whose cards are issued by U.S. financial institutions. The United States is defined as the fifty (50) United States, the District of Columbia, American Samoa, Puerto Rico, Guam, and the U.S. Virgin Islands. No person or entity other than the MasterCard cardholder shall have any legal or equitable right, remedy, or claim for benefits, insurance proceeds and damages under or arising out of these programs. These benefits do not apply if your card privileges have been cancelled. However, insurance benefits will still apply for any benefit you were eligible for prior to the date that your account is suspended or cancelled, subject to the terms and conditions of coverage.
issued by U.S. financial institutions. The United States is defined as the fifty (50) United States, the District of Columbia, American Samoa, Puerto Rico, Guam, and the U.S. Virgin Islands. No person or entity other than the MasterCard cardholder shall have any legal or equitable right, remedy, or claim for benefits, insurance proceeds and damages under or arising out of these programs. These benefits do not apply if your card privileges have been cancelled. However, insurance benefits will still apply for any benefit you were eligible for prior to the date that your account is suspended or cancelled, subject to the terms and conditions of coverage.

Transfer of rights or benefits: No rights or benefits provided under these insurance benefits may be assigned without the prior written consent of the claim administrator for these benefits.

Misrepresentation and Fraud: Benefits shall be void if the MasterCard cardholder has concealed or misrepresented any material facts concerning this coverage.

Due Diligence: All parties are expected to exercise due diligence to avoid or diminish any theft, loss, or damage to the property insured under these programs. “Due diligence” means the performance of all vigilant activity, attentiveness, and care that would be taken by a reasonable and prudent person in the same or similar circumstances in order to guard and protect the item.

Subrogation: If payment is made under these benefits, the insurance company is entitled to recover such amounts from other parties or persons. Any party or cardholder who receives payment under these benefits must transfer to the insurance company his or her rights to recovery against any other party or person and must do everything necessary to secure these rights and must do nothing that would jeopardize them, or these rights will be recovered from the cardholder.

Salvage: If an item is not repairable, the claim administrator may request that the cardholder or gift recipient send the item to the administrator for salvage at the cardholder’s or gift recipient’s expense. Failure to remit the requested item for salvage to the claim administrator may result in denial of the claim.

In no event will these insurance benefits apply as contributing insurance. The non-contribution insurance clause will take precedence over the non-contribution clause found in any other insurance policies.

Benefits listed in this Guide are subject to the conditions, limitations, and exclusions described in each benefit section. Receipt or possession of this Guide to Benefits does not guarantee coverage or coverage availability, FLD-2 (3/05)

This Guide is intended as a summary of services, benefits, and coverages and, in case of a conflict between the Guide and the master insurance policies, or a member’s, or the MasterCard actual offerings, such master policies or actual offering shall control.