

## Visa Terms, Conditions, Limitations and Liabilities

### Universal Acceptance

Welcomed at over 24 million merchant locations in over 150 countries around the world, including 1 million ATMs.

### Security

Safer than cash.

### Instant Cash

Cash advances from thousands of financial institutions where the VISA logo is displayed and from ATMs displaying the VISA/PLUS logo.

### Visa International Service Centre:

#### Emergency Services

Emergency services are provided to all Visa Cardholders worldwide. VISC is available 24 hours a day, 7 days a week, 365 days a year, and offers assistance in a wide range of languages.

#### Urgent Card Replacement

Visa cardholders, whose card is lost or stolen, can receive a replacement card in case of an emergency. The replacement card will be sent as soon as possible, typically within a business day.

#### Urgent Cash Replacement

In emergency cases, Visa cardholders may also request cash and receive it in the same manner as they would receive a card, as long as this measure has been approved by the Issuer.

The following pertains to the **Classic Visa** and **AAdvantage Visa** cards:

If body injuries cause death or mutilation, including loss of sight, speech and hearing, benefits will be paid as described below:

- Accidental death: US\$75,000
- Loss of both hands or feet, or sight from both eyes, or speech and hearing, or one hand and one foot, or one hand or one foot and the sight from one eye: US\$75,000
- Accidental loss of one hand or one foot, or the sight from one eye, or speech hearing: US\$37,500
- Accidental loss of thumb and index finger: US\$18,750

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\* In the event of several deaths associated with the same Visa account in a single accident, the insurance company liability will be limited to a maximum coverage equivalent to the death benefit multiplied by two. Benefits will be paid to the beneficiary at pro rata up to the coverage maximum limit.

The following pertains to **Gold Visa** cards:

If body injuries cause death or mutilation, including loss of sight, speech and hearing, benefits will be paid as described below:

- Accidental death: US\$250,000
- Loss of both hands or feet, or sight from both eyes, or speech and hearing, or one hand and one foot, or one hand or one foot and the sight from one eye: US\$250,000
- Accidental loss of one hand or one foot, or the sight from one eye, or speech hearing: US\$125,000
- Accidental loss of thumb and index finger: US\$62,500

The following pertains to **Platinum Visa** cards:

If injuries result in loss of life or mutilation, including the loss of sight, speech and hearing, benefits will be paid as follows:

- Accidental loss of life: US\$500,000
- Loss of both hands or both feet, or sight of both eyes, or speech and hearing, or one hand and one foot, or either one hand or one foot and the sight of one eye: US\$500,000
- Accidental loss of hand or foot, or sight of one eye, or speech or hearing: US\$250,000
- Accidental loss of thumb and index finger: US\$125,000

If the insured suffers multiple mutilations, as the result of an accident, the insurance company will pay a single benefit amount, whichever the highest, to the applicable loss. The death benefit will be paid to the surviving beneficiary named in the policy.

This insurance does not cover losses by:

1. Insured emotional trauma, mental or physical illness, pregnancy, childbirth or abortion, bacterial or viral infection (except for bacterial infection caused by the accident or by the accidental consumption of a bacteria-contaminated substance, or any physiological dysfunction;
2. Suicide, suicide attempt or self-inflicted wounds;
3. War, whether declared or not. War does not include guerilla acts;
4. Wounds suffered by the insured while traveling in a taxi, or getting in or out of it.

### **Auto Rental Insurance**

Gold and Platinum Visa cardholders may get a free Auto Rental Insurance each time they rent a car using their Visa card. Certain conditions apply.

#### **Eligibility**

In order to become eligible for this free insurance coverage, the cardholder should be the designated driver in the rental car agreement, and use the Visa card as the method of payment. The agreement should also include the other drivers' names.

The cardholder should use his Gold or Platinum Visa card to initiate and complete the rental car transaction.

The cardholder should waive the option of Collision Damage Waiver/ Liability Damage Waiver (CDW/LDW) or similar coverage offered by the rental car agency.

#### **Coverage**

Visa Auto Rental Insurance for Gold or Platinum Visa cardholders covers up to the actual car value in Visa Terms, Conditions, Limitations and Liabilities Universal Acceptance

cash, or repair costs or the replacement of a rental vehicle for damages due to collision or theft while the car was in the cardholder's possession.

Policy includes the following specific costs:

- Damages due to collision
- Theft and charges in relation to the car's theft
- Charges due to harmful vandalism against the car
- Proven charges due to loss of usage of vehicle, taxes by car rental agency.

Policy does not include the following specific costs:

- Any liability undertaken by the cardholder pursuant to other agreements
- Injuries to any person or damages to any object inside or outside the rental car
- Loss or theft of personal belongings
- Personal Liability
- Undertaken, waived to or paid charges by the car rental agency or insurance company
- The insurance coverage cost purchased through the car rental agency
- Car operation and care contrary to rental agreement terms
- Losses due to intentional acts, or loss caused by admitting guilt or by being sued and declared guilty by a court for being under the influence of alcohol or drugs, or due to unlawful activities or smuggling
- Wear and tear and gradual deterioration or mechanical failure
- Losses due to any type of hostility (including war, invasion, rebellion or riot)
- Forfeiture by authorities
- Vehicles not falling within the category of covered vehicles
- Rental periods in excess of 31 days
- Leases and mini-leases

**What happens if the car rental agency insists on the purchase of the insurance?**

The cardholder should request the car rental agency assistant to contact Visa Service Center, at no charge, by calling the number assigned to the country, or by calling collect from anywhere in the world.

**Where and when is the coverage applied?**

This coverage is available 24 hours a day and will remain in effect as long as the vehicle is held by any of the drivers named in the agreement. Said coverage will terminate as soon as the rental car agency picks up the rental car, or after the 31-day-rental period.

With the Gold Visa, this insurance becomes effective when the cardholder rents a car within the 50 states of the United States of America and Canada (coverage is not valid in Puerto Rico and/or the Virgin Islands)

of the United States). The insurance is effective for Platinum Visa cardholders when he/she rents a car in North America, Central America, South America or the Caribbean.

**What type of insurance coverage is this?**

Visa Auto Rental Insurance offers "primary" coverage. This means there is no need to claim payment to any other insurance company prior to receiving benefits pursuant to this policy.

**What types of rental cars are covered?**

Most of them, including some luxury cars, such as BMW or Mercedes Benz. Some minivans designed to transport a maximum of eight passengers and to be used exclusively for passenger transportation, such as Dodge Caravan, Plymouth Voyager and Chevrolet Lumina, are also covered. Jeeps (4 x 4) are covered, as long as they are not driven outside the road. Some of these include Jeep Renegade and Suzuki Samurai.

If the cardholder has any questions regarding a specific vehicle, he should call Visa Service Center.

**Rental Cars not covered**

Rental cars that are not covered include expensive and exotic cars, such as Aston Martin, Bentley, Bricklin, Daimler, DeLorean, Excalibur, Ferrari, Jensen, Lamborghini, Lotus, Maserati, Porsche and Rolls-Royce; old cars (more than 20 years old and which have been discontinued 10 years ago); trucks, motorcycle, "mopeds" and motor bikes; limousines and recreation vehicles.

**What should the cardholder do in case of accident or theft?**

If a Gold/Platinum Visa cardholder is involved in an accident, or if the rental car is stolen, he should promptly notify Visa International Service Center (VISC). A representative will answer any questions that the cardholder or the rental car agency assistant may have and will forward a Claim Form to the cardholder.

The rental car agency may demand the cardholder to pay for damages using their Visa card. If this occurs, the insurance company will give a direct refund to the cardholder, upon completing the claim procedure.

The cardholder should notify the incident to the Visa Rental Car Program Administrator (by calling VISC, who will transfer to him) no later than 60 days following the accident or theft. Failure to do so may result in the denial of the claim.

**What should the cardholder request from the rental car agency in order to file the claim?**

Soon after the accident occurs or after the cardholder has returned the rental car, he should request from the rental car agency the following:

- A copy of the Accident Report Form and a Claim Form indicating the costs the cardholder is responsible for
- A copy of the initial and final rental agreement (both sides)
- A copy of the repair estimate and the final repair bill
- If available, two photos of the vehicle showing the damages
- For those claims including "charges for loss of use" by the rental car agency, a copy of the Daily Utilization Record, corresponding to said loss period, if any
- A copy of the police report, if any

**How is the claim filed?**

The cardholder should notify the incident to the Visa Rental Car Program Administrator (by calling VISC, who will transfer to him) no later than 60 days following the accident or theft.

The cardholder should complete and sign the claim form received and return it by mail along with:

- A copy of his sales receipt evidencing that the full rental price was charged and paid with his/her Gold/Platinum Visa card
- All the documents received by the cardholder from the rental car agency (refer to above-mentioned list under "What should the cardholder request the rental car agency to file the claim?") no later than 90 days following the date the damages or theft occurred, to:

Claims Administrator  
Visa Auto Rental Insurance  
PO Box 11167  
Richmond, VA 23230-1167

Once the cardholder has notified the damages or loss, the claim will remain open during 12 months as of the date of said loss. During this time, the cardholder must justify his claim, as needed. No payment will be made until the Visa Auto Rental Insurance Program Administrator has received all the required documentation in his office.

#### **What should the cardholder do?**

In most cases, nothing. Under normal circumstances, the claim will be paid within 15 days of the date the Claims Administrator has received all the required documentation. However, as soon as the claim is paid, all the cardholder's rights against any person in relation to this theft or these damages will be transferred to the Insurance Provider. This means that the Provider will be entitled, at his own risk, to file a complaint on behalf of the cardholder. This, in turn, must offer the Provider assistance as he may reasonable request with the purpose of assuring the rights and resources he is entitled to, including the signature of all the necessary documents empowering him to file a complaint on his behalf.

#### **General Program Provisions**

The cardholder should try to avoid or reduce any losses or damages to property protected under this program. It must be taken into account that the Provider will not apply this provision in an unreasonable manner to avoid claims. If cardholder files a claim knowing that it is fraudulent in any way, the benefits granted by this protection will terminate and he will also lose his rights to receive payment of any claim filed pursuant to this policy. This insurance is subject to the terms and conditions described, and includes certain restrictions, limitations and exclusions. This Program description does not constitute an insurance policy. In the event of conflict between the policy and the program description, the policy terms will prevail. This policy has been filed at Visa International offices.

If any cardholder needs to file a claim or has any questions in relation to this program, he must call, at no charge, the Visa Service Center, available 24 hours a day, 365 days a year.

Visa International, may cancel or renew the insurance coverage of any Visa cardholder, and if we do so, we will notify you at least 60 days in advance. If the insurer does not renew or cancel any coverage provided to Visa cardholders, it will be notified 60-120 days prior to the policy expiration date. In the event a substantially similar policy comes into effect, with no interruption whatsoever, said notification will not be required. The Auto Rental Insurance will still apply to the cars in effect prior to the date of said cancellation or non-renewal, provided all the other coverage terms and conditions are met.

#### **Travel Assistance**

The Travel Assistance Service Provider will offer Gold and Platinum Visa cardholders a wide range of services when they are more than 100 miles (160 km) away from home, 24 hours a day, 365 days a year.

Cardholders may access Visa International Service by calling VISC.

Cardholders, their spouses and children are eligible, provided the children are dependents and under 21 years of age.

### **Assistance prior to travel**

The travel assistance Service Provider will provide cardholders with information about destinations prior to their departure, as well as information about ATM locations, exchange rates, passport visa requirements, health requirements and immunization.

### **Assistance during travel**

#### **Medical Assistance Service**

If cardholders or any family member get sick or suffer any injuries while on a trip, the Centre is able to:

- Provide cardholders with information about physicians, dentists and local hospitals that speak their language
- Appoint a physician who will contact the local medical staff by phone and, if needed, will monitor the cardholder's condition. In addition, he will keep in touch with the cardholder's family and will act as a permanent liaison to insure the cardholder's satisfaction
- Assist the cardholder in making the necessary arrangements for the payment of medical services through available credit or other type of insurance
- Keep in touch with cardholders and make the necessary arrangements to establish communication with friends, acquaintances or co-workers, as needed.

#### **Emergency Legal Assistance**

The Center has the ability to refer cardholders to attorneys, embassies and consulates of their respective countries in case the cardholder is arrested by local authorities, is involved in a car accident or needs legal counseling. The Center will keep in touch with cardholders and will make the necessary arrangements to establish communication with friends, acquaintances and co-workers, as needed.

The Center may also arrange for the payment of bonds through a wire transfer of funds from the cardholder's personal checking or Visa account.

#### **Urgent Ticket Replacement**

If a cardholder loses his ticket, the Center may arrange for its replacement and delivery of new tickets and will assist him in the procedure to request a refund for the lost ticket.

#### **Emergency Message Services**

The Center has a telephone service available 24 hours to receive and send emergency messages to travelers, next of kin or co-workers. The message will be stored during an indefinite term and will be picked up within a reasonable time.

#### **Lost Baggage Assistance**

Should the airline lose the cardholder's checked-in baggage, the Center will make the necessary arrangements for the immediate delivery of replacement items and cash advance, as well as assist the cardholder in filing the appropriate claim with the airline insurance company, as needed. All costs incurred will be at the cardholder's expense.

#### **Emergency Transportation Assistance**

If needed during a medical emergency, the Center will assist the cardholder in making the necessary arrangements for the emergency transportation to his home or the nearest medical center. The cardholder will be responsible for all costs. This service includes transportation of the cardholder's children back home and all communications with family members or employer. In case of death, the Center will make the necessary arrangements with the cardholder's family or friends to return his remains back to his country.

#### **Prescriptions and Delivery of Valuable Documents Assistance**

The Center will assist cardholders in connection to the purchase of prescribed medicines in local or

nearby pharmacies. The cardholder will be responsible for the cost of any medication. The Center will send valuable documents which cardholders may have misplaced while traveling, at the cardholder's expense.

NOTE: Visa offers the Travel Assistance Services at no additional charge to the cardholder and as part of the benefits granted by Gold and Platinum Visa cards. Travel Assistance Services offer assistance and recommendations only, the cardholder is responsible for any medical, legal and transportation costs, cash advance or other service or item provided.

In case of exceptional circumstances, including distance, location or time difference, Visa, its Service Providers or contractors may not be held liable for the availability, usage, costs or results of any medical, legal or transportation service.

### **Emergency Medical Indemnification Assistance**

Platinum Visa cardholders are eligible to receive up to US\$15,000 for each family member for Covered Medical Expenses (subject to a deductible) which are not covered by any other medical insurance, and which are incurred as a result of emergency treatment for illness or injuries during the course of a trip. Treatment must be received upon the recommendation of the attending physician or practitioner and provided during the course of the trip. The trip shall not exceed 60 consecutive days. All expenses shall be incurred within a period of 52 weeks from the date of serious illness or injury.

Covered Medical Expenses are defined as expenses incurred by the beneficiary during the course of a Trip in order to obtain services and supplies recommended by the attending physician. No benefits will be paid in excess of usual and customary Expenses, that is to say, charges commonly used by medical providers at the location where services were rendered.

### **Emergency Evacuation**

Platinum Visa cardholders will be eligible to receive up to US\$20,000 per family member (i.e., primary cardholder, spouse and kids under 23 years of age) for expenses incurred as a result of an illness or injury during a trip which warrants emergency medical evacuation. The evacuation must be previously approved and ordered by the Administrator (contacted through the Visa Assistance Center), after consultation with a licensed physician who certifies that the injury or illness medically warrants emergency evacuation. The trip shall not exceed 60 consecutive days. The Administrator is the only entity that is authorized to coordinate the medical transportation and/or approve said evacuation.

### **What does "emergency evacuation" mean"?**

It means that:

- a. Your medical condition must warrant immediate transportation from the place where you are injured or sick to the nearest hospital where appropriate medical treatment can be obtained; or/and
- b. If after being treated at a local hospital, your medical condition warrants transportation to the nearest qualified medical facility, or to your country of residence to obtain further medical treatment;
- c. Both (a) and (b) above.

Transportation may be by land, water or air. Special transportation includes, but is not limited to, air and land ambulances, and private motorized vehicles. Does not cover any expenses covered by any other company, provided at no cost to the cardholder, or included in the cost of the scheduled trip.

### **Repatriation of Remains**

In the event of death of the beneficiary during a covered trip, the Platinum Visa Emergency Medical Indemnification Assistance will pay reasonable covered expenses incurred up to US\$20,000 per family to return the remains to the cardholder's country of residence. Covered expenses include embalming, cremation, coffin, and transportation, among others. The trip shall not exceed 60 consecutive days.

### **Early Return**

In the event the cardholder's trip is interrupted due to a serious illness or injury or the unexpected death of a person traveling with the cardholder or an immediate family member during a trip that was paid with the Platinum Visa card, will pay up to US\$5,000 to cover the cost of an economy class air ticket to send the injured or ill person or the remains of the deceased back home.

NOTE: The trip shall not exceed 60 consecutive days.

All expenses must be previously approved by The Administrator. Expenses covered by third parties provided at no cost to the cardholder or included in the cost of the scheduled trip are not covered.

### **Assistance Centre (Platinum Gateway)**

The Platinum Gateway is a Superior Customer Service Center devoted to serving the most demanding customers. The Center is operated by the VISC and acts as a switch to assist Platinum Visa cardholders. The Platinum Gateway offers:

- An answering service customized for each Member
- Gateway to Issuer (connects the cardholder to his bank)
- Warm transfer (live transfer)
- Database monitoring using an application specially developed for Platinum Visa
- Gateway to the Center of Excellence to follow up on individual cases

### **Telephone Numbers:**

- USA & Canada: 1-800-396-9665
- From any country worldwide, call collect: 410-902-8022

### **Exclusive Platinum Visa Website**

Provides Platinum cardholders with easy access to information regarding product benefits, exclusive offers, Visa Rewards program points and redemption inquiries, use of the online Concierge Service, and direct links to their bank and other websites of interest.

Check out [www.visa-platinum.com](http://www.visa-platinum.com).

### **Exclusive Platinum Visa Offers**

The Platinum Club encompasses a wide selection of special offers and opportunities that have been developed exclusively for Platinum Visa cardholders. This exclusive array of rewards and privileges gives Platinum Visa cardholders the key to a world of luxury that is constantly evolving.

For more information, Platinum Visa cardholders should visit the exclusive Platinum Visa website at [www.visa-platinum.com](http://www.visa-platinum.com).