Welcome.

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HSBC Platinum
Mastercard® credit card

Benefits Brochure
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This brochure is effective April 2020 and replaces all prior brochures. To the extent there is a conflict between this brochure and any other disclosure, program description or advertising by any party, this brochure will control. This brochure is for informational purposes and does not represent a contract or other agreement. Please review carefully.

Travel Accident Insurance

$1,000,000 Travel Accident Insurance

As a handy reference guide, please read this and keep it in a safe place with your other insurance documents. This description of coverage is not a contract of insurance but is a summary of the principal provisions of the insurance while in effect. Complete policy provisions are contained In the Master Policy # 9907-39-61 on file with the Policyholder: HSBC Bank.

THE PLAN: As a HSBC Bank Consumer Credit Card Cardmember, you, your spouse, or domestic partner and your dependent children will be automatically insured against accidental loss of life, limb, sight, speech or hearing occurring on a common carrier covered trip while 1) riding as a passenger on a scheduled common carrier on which you have purchased passage; or 2) riding as a passenger in, entering or exiting any conveyance licensed to carry the public for hire or any courtesy transportation provided without a specific charge; and while traveling on such conveyance to or from the airport, terminal or station immediately preceding the departure or the scheduled common carrier on which you have purchased passage or immediately following the arrival of the scheduled common carrier on which you were a passenger; or 3) while at the airport, terminal or station at the beginning or end of the common carrier covered trip. If the purchase of the common carrier passenger fare is not made prior to your arrival at the airport, terminal or station, coverage will begin at the time the cost of the common carrier passenger fare is charged to your account.

ELIGIBILITY: This insurance plan is provided to HSBC Bank Consumer Credit Card Cardmembers automatically when the entire cost of the passenger fare(s) are charged to an HSBC Bank Card account while the insurance is effective. It is not necessary for you to notify HSBC Bank the administrator or the Company when tickets are purchased.

THE COST: This insurance plan is provided at no additional cost to eligible HSBC Bank Consumer Credit Card Cardmembers. HSBC Bank pays the full cost of the insurance.

BENEFICIARY: The Loss of Life benefit will be paid to the beneficiary designated by you. If no such designation has been made, that benefit will be paid to the first surviving beneficiary in the following order: a) your spouse, b) your children, c) your parents, d) your brothers and sisters, e) your estate. All other indemnities will be paid to you.

THE BENEFITS: The full Benefit Amount is payable for accidental loss of life; loss of speech and loss of hearing; loss of speech and one of loss of hand, foot or sight of one eye; loss of hearing and one of loss of hand, foot or sight of one eye; loss of both hands, both feet, loss of sight or any combination thereof. 50% of the Principal Sum is payable for accidental loss of hand, foot or sight of one eye (any one of each); loss of speech or loss of hearing. 25% of the Principal Sum is payable of loss of thumb and index finger of the same hand. “Benefit Amount” means the Loss amount at the time the entire cost of the passenger fare is charged to an eligible card account. The loss must occur within one year of the accident. The Company will pay the single largest applicable Benefit Amount.

ACCOUNT AGGREGATE LIMIT OF INSURANCE: If more than one Insured Person insured under the same Account suffers a loss in the same accident, we will not pay more than two times the applicable benefit amount (the aggregate limit of insurance). If an accident results in benefit amounts becoming payable, which when totaled, exceed two times the applicable benefit amount, then the aggregate limit of insurance will be divided proportionally among the Insured Persons, based on each applicable benefit amount.

DEFINITIONS: Accident or Accidental means a sudden, unforeseen and unexpected event which happens by chance, is independent of illness, disease or bodily injury or pre-existing condition or medical or surgical treatment thereof, occurs while you are insured under this policy which is in force and is the direct cause of the loss. Accidental Bodily Injury means bodily injury which is accidental, the direct cause of a loss and occurs while you are insured under this policy, which is in force. Account means any credit card accounts, debit card accounts, central bill accounts, checking accounts and savings accounts as set forth in the policy. Accountholder means any individual who is named on an open and active account with the Policyholder. Benefit Amount means the amount which applies to you at the time the entire cost of the fare is charged to your account during the policy period, for the applicable hazard. Cardholder means an individual who is named on the account card issued by the policyholder. Common Carrier means any motorized land, water or air conveyance organized and licensed for the transportation of passengers for hire and operated by an employee or an individual under contract. Common Carrier Covered Trip means travel on a common carrier when the full fare for transportation has been charged to your account issued by the policyholder. Commutation means travel between your residence and regular place of employment. Company means Federal Insurance Company. Conveyance means any motorized craft, vehicle or mode of transportation licensed or registered by a governmental authority with competent jurisdiction. Courtesy Transportation means transportation provided without charge by a rental car agency, airport or hotel which transports you from the airport or station to the rental car agency or hotel or from the rental car agency or hotel to the airport or station. Covered Loss means accidental bodily injury or loss of life of an Insured Person Credit Card means a payment medium that takes the form of a credit card, credit plate, charge plate, courtesy card or other identification card or device issued to you. You may use the credit card to purchase, hire, rent or lease property or services. Credit Card does not include a debit card. Debit Card means a payment medium that takes the form of a card, plate or other identification card or device issued to you as an owner of a deposit account maintained by the issuer. You may use the debit card to purchase, hire, rent or lease property or services. Debit Card does not include credit card. Domestic Partner means a person designated by the primary insured person who is registered as a domestic partner or legal equivalent under the laws of the governing jurisdiction or who is at least 18 years of age and competent to enter into a contract; is not related to the primary insured person by blood; has exclusively lived with the primary insured person for at least 12 consecutive months prior to the date of enrollment; is not legally married or separated and as of the date of enrollment has with the primary insured person at least 2 of the following financial arrangements: a joint mortgage or lease, a joint bank account, joint title to or ownership of a motor vehicle or status as a joint lessee on a motor vehicle lease or a joint credit card account with a financial institution. Neither the primary insured person or domestic partner can be married to, nor in a civil union with, anyone else. Immediate Family Member means the insured person’s spouse or domestic partner; children including adopted children or step-children or wards; siblings or siblings-in-law; parents or parents-in-law; grandparents or grandchildren; aunts or uncles; nieces and nephews. Immediate Family Member also means a Spouse’s or Domestic Partner’s children, including adopted children or stepchildren; legal guardians or wards; siblings or siblings-in-law; parents or parents-in-law; grandparents or grandchildren; aunts or uncles; nieces or...
nephews. Injury means bodily injury which is accidental; is
the direct source of a loss; is independent of illness, disease or
other cause and occurs while you are insured under this policy
which is in force. Loss means accidental loss of foot, loss of
hand, loss of hearing, loss of life, loss of sight, loss of sight of
one eye, loss of speech, or loss of thumb and index finger. Loss
must occur within one year after the accident. Loss of Foot
means the complete severance of a foot through or above the
ankle joint. We will consider such severance a Loss of Foot
even if the foot is later reattached. If the reattachment fails
and amputation becomes necessary, then We will not pay an
additional Benefit Amount for such amputation. Loss of Hand
means a complete severance, as determined by a physician,
of at least 4 fingers at or above the metacarpal phalangeal
joint on the same hand or at least 3 fingers and the thumb on
the same hand. We will consider such severance a Loss of Hand
even if the hand, fingers or thumb are later reattached. If the
reattachment fails and amputation becomes necessary, then We
will not pay an additional Benefit Amount for such amputation.
Loss of Hearing means permanent, irrecoverable
and total deafness, as determined by a physician, with an
auditory threshold of more than 90 decibels in each ear. The
deafness cannot be corrected by any aid or device. Loss of Life
means death, including clinical death, as determined
by the local governing medical authority where such death
occurs within 365 days after an Accident. Loss of Sight
means permanent loss of vision. Remaining vision must be
no better than 20/200 using a corrective aid or device, as
determined by a physician. Loss of Sight of One Eye means
permanent loss of vision of one eye. Remaining vision in that
eye must be no better than 20/200 using a corrective aid or
device as determined by a physician. Loss of Speech means
the permanent, irrecoverable and total loss of the capability
of speech without the aid of mechanical devices, as determined
by a physician. Loss of Thumb and Index Finger means
complete severance, through the metacarpal phalangeal
joints, of the thumb and index finger of the same hand, as
determined by a physician. We will consider such severance
a Loss of Thumb and Index Finger even if a thumb, an index
finger or both are later reattached. If the reattachment fails
and amputation becomes necessary, then We will not pay an
additional Benefit Amount for such amputation. Physician
means a licensed practitioner of the healing arts acting within
the scope of his or her license to the extent provided by the
laws of the jurisdiction in which medical treatment is provided.
Physician does not include you, an immediate family member,
your employer or business partner or the policyholder.
Primary Insured Person means the insured person who has a direct
relationship with the policyholder. Principal Sum means the
amount of insurance applicable to each class. Proof of Loss
means written evidence acceptable to us that an accident,
accident bodily injury or loss has occurred. Spouse means
your husband or wife who is recognized as such by the laws
of the jurisdiction in which the primary insured person resides.
War means hostilities following a formal declaration of war
by a governmental authority; in the absence of a formal
declaration of war by a governmental authority, armed, open
and continuous hostilities between two countries or armed,
open and continuous hostilities between two factions, each in
control of territory or claiming jurisdiction over the geographic
area of hostility. We, Us and Our means Federal Insurance
Company.
EXCLUSIONS: This insurance does not cover loss resulting
from any Accident, Accidental Bodily Injury or Loss caused by
or resulting from, directly or indirectly 1) the Insured Person
entering, or exiting any aircraft while acting or training as
a pilot or crew member. This exclusion does not apply to
passengers who temporarily perform pilot or crew functions in
a life-threatening emergency. 2) the Insured Person’s emotional
trauma, mental or physical illness, disease, pregnancy,
childbirth or miscarriage, bacterial or viral infection, bodily
malfunctions or medical or surgical treatment or diagnosis
thereof. This exclusion does not apply to the Insured Person’s
bacterial infectious caused by an Accident or by Accidental
consumption of a substance contaminated by bacteria. 3) an
Insured Person’s commission or attempted commission of
a felony or engaging in an illegal occupation; 4) the
Insured Person being intoxicated at the time of an Accident.
Intoxication is defined by the laws of the jurisdiction where
such Accident occurs; 5) the Insured Person being under the
influence of any narcotic at the time of the Accident. This
exclusion does not apply if the narcotic is taken and used as
prescribed by a Physician; 6) the Insured Person participating
in parachute jumping from an aircraft; 7) the Insured Person’s
suicide, attempted suicide or intentionally self-inflicted injury; 8)
a declared or undeclared War, or 9) Commutation.
CLAIM NOTICE: Written claim notice must be given to us
within 20 days after the occurrence of any loss covered by this
policy or as soon as reasonably possible. Failure to give notice
within 20 days will not invalidate or reduce any otherwise valid
claim if notice is given as soon as reasonably possible.
CLAIM FORMS: When we receive notice of a claim, we will
send you forms for giving proof of loss to us within 15 days.
If you do not receive the forms, you should send us a written
description of the loss. This written description should include
information detailing the occurrence, type and extent of the
Loss for which the claim is made.
CLAIM PROOF OF LOSS: Complete proof of loss must be
given to us within 90 days after the date of loss. Failure to
give complete proof of loss within these time frames will not
invalidate any otherwise valid claim if notice is given as soon as
reasonably possible.
CLAIM PAYMENT: We will pay you or your beneficiary the
applicable benefit amount within 60 days after we receive
complete proof of loss and if you, the Policyholder and/or the
beneficiary have complied with all the terms of this policy.
EFFECTIVE DATE: Your insurance becomes effective on the
latest of: the effective date of this policy, the date on which
you first meet the eligibility criteria as the Insured Person or
the beginning of the period for which required premium is paid for
you. Insurance for you automatically terminates on the earliest
of: the termination date of this policy, the expiration of the
period for which required premium has been paid for you, the
date on which you no longer meet the eligibility criteria as the
Insured Person or the date on which we pay out 100% of the
principal sum.
Policy # - 9907-39-61
Answers to specific questions can be obtained by calling
866-977-5098. To make a claim please call 855-378-9448.
Plan Administrator: HSBC Travel Insurance
Marsh Sponsored Programs, a Division of Marsh USA Inc.
12421 Meredith Drive
Urbandale, IA 50398
Travel Accident Insurance is underwritten by Federal Insurance
Company. Coverage may not be available in all states or certain
terms may be different where required by state law. Chubb
NA is the U.S.-based operating division of the Chubb Group
of Companies, headed by Chubb Ltd. (NYSE:CB) Insurance
products and services are provided by Chubb insurance
underwriting companies and not by the parent company itself.
Important information. Please read and save.
This Guide to Benefits contains detailed information about the benefits you can access as a preferred cardholder. This Guide supersedes any Guide or program description you may have received earlier.
For more information on any of these services, call the Mastercard Assistance Center at 1-800-Mastercard: 1-800-627-8372, or en Español: 1-800-633-4466.
“Card” refers to Mastercard® card and “Cardholder” refers to a Mastercard® cardholder.
Key Terms

Throughout this document, You and Your refer to the cardholder or authorized user of the covered card. We, Us, and Our refer to New Hampshire Insurance Company, an AIG Company.

Administrator means Sedgwick Claims Management Services, Inc., you may contact the administrator if you have questions regarding this coverage or would like to make a claim. The administrator can be reached by phone at 1-800-Mastercard.

Authorized driver(s) means a driver with a valid driver’s license issued from their state of resident and indicated on the rental agreement.

Authorized User means an individual who is authorized to make purchases on the covered card by the cardholder and is recorded by the Participating Organization on its records as being an authorized user.

Cardholder means the person who has been issued an account by the Participating Organization for the covered card.

Covered card means the Mastercard card.

Evidence of Coverage (EOC) means the document describing the terms, conditions, and exclusions. The EOC, Key Terms, and Legal Disclosures are the entire agreement between You and Us. Representations or promises made by anyone that are not contained in the EOC, Key Terms, or Legal Disclosures are not a part of your coverage.

Manufacturer suggested retail price (MSRP) means the purchase price of the vehicle or the value of the vehicle based on the National Automobile Dealers Association website at www.nada.com or similar source.

Rental agreement means the entire agreement or contract that you receive when renting a vehicle from a vehicle rental agency that describes in full all of the terms and conditions of the rental, as well as the responsibility of all parties under the rental agreement.

United States Dollars (USD) means the currency of the United States of America.

Vehicle means a land motor vehicle with four wheels that is designed for use on public roads and intended for use on a bound surface such as concrete and tarmac. This includes minivans and sport utility vehicles that are designed to accommodate less than nine (9) passengers.

Mastercard ID Theft Protection™

Program Description:

Mastercard ID Theft Protection (IDT) provides you with access to a number of Identity Theft resolution services, should you believe you are a victim of Identity Theft. This product offering will alert you about possible identity theft by monitoring the surface, dark and deep web, searching for compromised credentials and potentially damaging use of your registered personal information in order to detect fraud at its inception.

Eligibility:

All Mastercard consumer credit cardholders in the US are eligible for this coverage.

Access:

Simply contact 1-800-Mastercard if you believe you have been a victim of Identity Theft.

Services Provided:

Services provided are on a 24-hour basis, 365 days a year. In order to receive the following services, you must enroll at https://mastercardus.idprotectiononline.com/. The services include:

Online Monitoring Dashboard (requires activation): The online monitoring dashboard is the primary user interface for cardholders. It serves as a repository of all the personally identifiable information (PII) data the cardholder wants to monitor, tracks and displays cardholders’ risk score, and provides access to identity protection tips. It is also the platform for cardholders to respond to identity monitoring alerts.

Monthly Risk Alert / Newsletter: Cardholders will receive a monthly newsletter with information on the cardholder’s risk score, and articles pertaining to good identity protection practices.

Identity Monitoring: IDT searches the internet to detect compromised credentials and potentially damaging use of your personal information, and alerts you via email so that you can take immediate action. This platform utilizes automated monitoring and human threat intelligence from cyber operations agents monitoring threat actors and their tactics on the deep and dark web where personal data is bought and sold. Data elements that can be monitored are:

- Email addresses
- Debit/credit cards/prepaid cards
- Bank accounts
- Web logins; username and password
- Medical insurance cards
- Drivers’ license
- Loyalty cards
- Affinity cards
- Passport number
- Vehicle insurance cards
- Social Security number

To take advantage of this service, the cardholder must enter the personal information they wish to monitor on the dashboard.

Resolution Services: You will have access to a team of identity theft resolution specialists, available 24 hours a day, 365 days a year to help resolve your identity theft incident and prevent further damage. The resolution specialists are native speakers of English, French and Spanish, and are based out of Bethesda, Maryland. Cardholders are given the option to sign limited power of attorney (LPOA) to the specialist, to allow them to conduct resolution activities on the cardholders’ behalf, including contacting police, credit agencies, and other authorities, translating information, and closing and replacing breached accounts.

Lost Wallet Assistance: Cardholders will be provided assistance with notifying the appropriate issuing authorities to
cancel and replace stolen or missing items, such as their debit/credit cards, driver’s license, Social Security card, and passport. **Single Bureau Credit Monitoring: Cardholders’** TransUnion credit file will be monitored for changes that could indicate fraud such as new credit inquiries, an address change or new credit account(s) opened in their name. An alert notification via email will be sent anytime a hard inquiry is made on the cardholders’ TransUnion credit file so they can take immediate action to minimize damage.

To take advantage of this service, the cardholder must enter their Social Security number on the dashboard and pass credit authentication.

**Financial Account Takeover:** IDT monitors cardholder’s high-risk transactions with more than 300 of the nation’s largest companies to uncover and thwart account takeover attempts. Monitored transactions include:

- Debit/credit cards/prepaid cards
- Bank accounts
- Brokerage accounts
- Healthcare portals
- Workplace intranets
- Other services (e.g. peer-to-peer fund transfers)

To take advantage of this service, the cardholder must enter the accounts they wish to protect on the dashboard.

**URL and Domain Monitoring:** URL and Domain monitoring allows Cardholder to enter up to 10 domain or URL names related to cardholders’ business. This service will monitor the domain and URL names for any compromised email addresses associated with the domain or URL names and if compromised email addresses are found in a data breach, this service will alert the registered cardholder via email and provide information regarding the specific email address that was breached along with information about the date found and source (provided that this information is available).

For more information regarding the services stated above and additional information, please visit [https://mastercard.idprotectiononline.com/](https://mastercard.idprotectiononline.com/).

**Charges:**

There is no charge for these services, they are provided by your financial institution.

**Services NOT Provided:**

- When it is determined you have committed any dishonest, criminal, malicious or fraudulent act.
- When your financial institution or card issuer which provides this service, has investigated the event and deemed you are responsible for the charge or event.
- When any theft or unauthorized use of an account by a person to whom the account has been entrusted has been committed.

**Program Provisions for Mastercard ID Theft Protection:**

This service applies only to you, the named Mastercard cardholder. You shall use due diligence and do all things reasonable to avoid or diminish any loss or damage to property protected by the program. The provider, Generali Global Assistance, relies on the truth of statement made in the affidavit or declaration from each cardholder. This service is provided to eligible Mastercard cardholders at no additional cost and is in effect for acts occurring while the program is in effect. The terms and conditions contained in this program Guide may be modified by subsequent endorsements. Modifications to the terms and conditions may be provided via additional Guide mailings, statement inserts, or statement messages. Mastercard or your financial institution can cancel or non-renew these services, and if we do, we will notify you at least thirty (30) days in advance. If the provider non-renews or cancels any services provided to eligible Mastercard cardholders, you will be notified within 30–120 days before the expiration of the service agreement. In the event substantially similar coverage takes effect without interruption, no such notice is necessary. For general questions regarding these services, please contact 1-800-Mastercard.

### Mastercard Global Service

Mastercard Global Service™ 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 almost everywhere else.

Remember, if you report your card lost or stolen, you will not be responsible for any unauthorized transactions on your account.

In the United States (including all 50 states, the District of Columbia, the U.S. Virgin Islands, and Puerto Rico) and Canada, call **1-800-307-7309**.

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 80 countries worldwide. Some of the key toll-free Mastercard Global Service telephone numbers are:

<table>
<thead>
<tr>
<th>Country</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>1-800-120-113</td>
</tr>
<tr>
<td>Austria</td>
<td>0800-070-6138</td>
</tr>
<tr>
<td>France</td>
<td>0-800-90-1387</td>
</tr>
<tr>
<td>Germany</td>
<td>0800-071-3542</td>
</tr>
<tr>
<td>Hungary</td>
<td>06800-12317</td>
</tr>
<tr>
<td>Ireland</td>
<td>1-800-55-7378</td>
</tr>
<tr>
<td>Italy</td>
<td>800-870-866</td>
</tr>
<tr>
<td>Mexico</td>
<td>001-800-307-7309</td>
</tr>
<tr>
<td>Netherlands</td>
<td>0800-022-5821</td>
</tr>
<tr>
<td>Poland</td>
<td>0-800-111-1211</td>
</tr>
<tr>
<td>Portugal</td>
<td>800-8-11-272</td>
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<tr>
<td>Spain</td>
<td>900-8-22-756</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>0800-96-4767</td>
</tr>
<tr>
<td>Virgin Islands</td>
<td>1-800-307-7309</td>
</tr>
</tbody>
</table>

For additional information, or for country-specific, toll-free telephone numbers not listed above, visit our website at [www.mastercard.com](http://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-Mastercard** for card benefits. When traveling outside the U.S., call Mastercard Global Service to access your card issuer for account information or to access any of your card benefits.

### ATM Locations:

Call **1-877-FINDATM (1-877-346-3286)** to find the location.
of a nearby ATM in the Mastercard ATM Network accepting Mastercard®, Maestro®, and Cirrus® brands. Also, visit our website at www.mastercard.com to use our ATM locator. You can get cash at over two million ATMs worldwide. To enable cash access, be sure you know your Personal Identification Number (PIN) before you travel.

MasterRental™ Coverage – 15 Day Coverage

Evidence of Coverage
Pursuant to the below terms and conditions, when you rent a vehicle for fifteen (15) consecutive days or less with your covered card, you are eligible for benefits under this coverage. Refer to Key Terms for the definitions of you, your, we, us, our, and words that appear in bold and Legal Disclosures.

A. To get coverage:
You must initiate and then pay for the entire rental agreement (tax, gasoline, and airport fees are not considered rental charges) with your covered card and/or the accumulated points from your covered card at the time the vehicle is returned. If a rental company promotion/discount of any kind is initially applied toward payment of the rental vehicle, at least one (1) full day of rental must be billed to your covered card.
You must decline the optional collision/damage waiver (or similar coverage) offered by the rental company.
You must rent the vehicle in your own name and sign the rental agreement.
Your rental agreement must be for a rental period of no more than fifteen (15) consecutive days. Rental periods that exceed or are intended to exceed fifteen (15) consecutive days are not covered.
The rented vehicle must have a MSRP that does not exceed $50,000 USD.

B. The kind of coverage you receive:
We will pay for the following on a secondary basis:
• Physical damage and theft of the vehicle, not to exceed the limits outlined below.
• Reasonable loss of use charges imposed by the vehicle rental company 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.
• Towing charges to the nearest collision repair facility.
This coverage is not all-inclusive, which means it does not cover such things as personal injury, personal liability, or personal property. It does not cover you for any damages to other vehicles or property. It does not cover you for any injury to any party.

C. Coordination of Benefits:
When MasterRental is provided on a secondary basis and a covered loss has occurred the order in which benefits are determined is as follows:
1. You or an authorized driver's primary auto insurance;
2. Collision/damage waiver provided to you by the rental agency
3. Any other collectible insurance;
4. The coverage provided under this EOC.
If you or an authorized driver’s primary auto insurance or other coverage has made payments for a covered loss, we will cover your deductible and any other eligible amounts, described in Section B, not covered by the other insurance.
Note: In certain parts of the United States and Canada losses to rental vehicles that are covered by your personal vehicle insurance policy liability section may not be subject to a deductible, which means that you may not receive any benefits from this program. Contact your insurance provider for full coverage details pertaining to your personal vehicle liability insurance policy (or similar coverage).
If you have no other insurance or your insurance does not cover you in territories or countries outside of the United States, coverage is considered primary coverage.

D. Who is covered:
The covered card cardholder and those designated in the rental agreement as authorized drivers.

E. Excluded rental vehicles:
• All trucks, pickups, full-size vans mounted on truck chassis (including, but not limited to, Ford EconoVan), cargo vans, 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, flat bed 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 have not been manufactured for at least ten (10) years), or limousines.
• Any rental vehicle that has a MSRP that exceeds $50,000 USD.

F. Where you are covered:
Coverage is available worldwide except in the following countries: Republic of Ireland, Northern Ireland, Israel, Jamaica.
Coverage is not available in countries where:
a. This EOC is prohibited by that country's law; or
b. The terms of the EOC are in conflict with the laws of that country.

G. Coverage limitations:
We will pay the lesser of the following:
a) The actual repair amount:
b) Wholesale market value less salvage and depreciation; or
c) The rental agencies purchase invoice less salvage and depreciation; or
d) $50,000 USD
In addition, coverage is limited to $500 per incident for reasonable loss of use charges imposed by the vehicle rental company for the period of time the rental vehicle is out of service.

We will not pay for or duplicate the collision/damage waiver
H. What is NOT covered:

- Any personal item stolen from the interior or exterior of rental vehicles.
- Vehicle keys or portable Global Positioning Systems (GPS).
- Vehicles not rented by the cardholder or authorized user on the covered card.
- Any person not designated in the rental agreement as an authorized driver.
- Any obligations you assume other than what is specifically covered under the rental agreement or your primary vehicle insurance or other indemnity policy.
- Any violation of the written terms and conditions of the rental agreement.
- Any loss that occurs while driving under the influence of drugs or alcohol.
- Any loss associated with racing or reckless driving.
- Losses involving the theft of the rental vehicle when you or an authorized driver cannot produce the keys to the rental vehicle at the time of reporting the incident to the police and/or rental agency, as a result of negligence.
- Mechanical failures caused by wear and tear, gradual deterioration, or mechanical breakdown.
- Subsequent damages resulting from a failure to protect the rental vehicle from further damage.
- Blowouts or tire/rim damage that is not caused by theft or vandalism or is not a result of a vehicle collision causing tire or rim damage.
- Rental vehicles where collision/damage waiver coverage (or similar coverage) was accepted/purchased by you.
- Any damage that is of an intentional or non-accidental nature, caused by you or an authorized driver of the rental vehicle.
- Depreciation, diminishment of value, administrative, storage, or other fees charged by the vehicle rental company.
- Vehicles with a rental agreement that exceeds or is intended to exceed a rental period of fifteen (15) consecutive days from a rental agency.
- Losses resulting from any kind of illegal activity.
- Damage sustained on any surface, other than a bound surface such as concrete or tarmac.
- Damage sustained on any road not regularly maintained by a municipal, state, or federal entity.
- Losses as a result of 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.
- Any loss involving the rental vehicle being used for hire, for commercial use, or as a public or livery conveyance.
- Theft of, or damage to, unlocked or unsecured vehicles.
- Value-added tax, or similar tax, unless reimbursement of such tax is required by law.

I. How to file a claim:

- Call 1-800-Mastercard or go to www.mycardbenefits.com to initiate a claim. You must report the claim within sixty (60) 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 us or our administrator for further details.
- Submit the following documentation within one hundred and eighty (180) days of the incident or the claim will not be honored:
  - Receipt showing the vehicle rental.
  - Statement showing the vehicle rental.
  - The rental agreement (front and back).
  - Copy of Your valid driver’s license (front and back).
  - Copy of the declarations page of any primary vehicle insurance and other valid insurance or coverage.
  - Police report when the vehicle is stolen, vandalized (regardless of the damage), or involved in a collision that requires the vehicle; to be towed, in a multi-vehicle collision, or the vehicle is not drivable.
  - Itemized repair estimate from a factory authorized collision repair facility.
  - Copy of the vehicle rental company 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.
- Any other documentation that may be reasonably requested by us or our administrator to validate a claim.

Priceless Cities

Priceless Cities is Mastercard’s experiential lifestyle platform, offering cardholders exclusive access to more than 2,000 priceless experiences around the globe. This industry-leading program unlocks a world of privileged access to the people and places that mean the most to you, along with unique experiences tailored to your biggest passions. Choose from experiences in entertainment, culture, sports, dining, shopping, and more—all curated by local experts to create once-in-a-lifetime moments you can enjoy at home or abroad. Savor a chef’s menu at the hottest restaurant in town. Cheer on your team from Mastercard Best Seats in the House. Chat with your favorite celebrity during a backstage meet-and-greet. Hit the waves with a pro surfer. With a strong presence in New York, Boston, Miami, Chicago, Las Vegas, Los Angeles, and Hawaii, as well as 40 major destinations worldwide, cardholders are never far from a chance to start something priceless. Constantly updated with the latest seasonal happenings and fresh new ways to experience the classics, Priceless Cities is available in 89 countries in 16 languages.

Eligibility

The Priceless Cities platform is available to all Mastercard cardholders who register with Priceless.com.
How to use the Priceless Cities benefit

• Visit Priceless.com and browse priceless experiences by interest, activity, occasion, or location, then use your Mastercard to make it yours.

• Sign up for Priceless Cities email updates to learn about the latest experiences in your key passion points.

• Take advantage of experiences in your home city, or in Priceless Cities around the world.

Priceless Golf

Fuel your passion for golf by visiting priceless.com/golf – your one-stop destination for all Mastercard cardholder golf benefits. Play golf at the TPC course of your dreams. Enjoy discounts on public tee times without booking fees. Choose from a variety of golf travel packages at iconic destinations. And so much more!

Eligibility

Mastercard golf benefits are available to all Mastercard cardholders.

How to use the Priceless Golf benefit

• Visit Priceless.com/golf and browse your benefits, then buy with Mastercard to make it yours.

• Sign up for Priceless Golf email updates to learn about the latest golf experiences available to you.

Mastercard Airport Concierge™

Your passport to the finer side of air travel.

Enjoy a 15% savings on Airport Meet and Greet services. Arrange for a personal, dedicated Meet and Greet agent to escort you through the airport on departure, arrival or any connecting flights at over 700 destinations worldwide 24 hours a day, 7 days a week, 365 days a year. There are also certain airports where you can be expedited through the security and/or the immigration process. To reserve Mastercard Airport Concierge services visit www.mastercard.com/airportconcierge or consult your Travel Advisor.

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.