Welcome.

Included in this document:

Your HSBC Premier World Elite Mastercard® credit card Rewards & Benefits brochure >

Your Mastercard Guide to Benefits brochure >
Table of contents

Travel Benefits
$100 Air Travel Statement Credit .............................................................................................................. 3
$100 Annual Statement Credit for rides with Uber and Lyft ........................................................................ 3
Trusted Traveler Application Fee Statement Credit ....................................................................................... 4
Travel Accident Insurance ......................................................................................................................... 4
Trip Cancellation/Trip Interruption Insurance .............................................................................................. 6
Agoda 10% Hotel Discount ....................................................................................................................... 7
Expedia 10% Hotel Discount ...................................................................................................................... 8

HSBC Premier World Elite Rewards Program
Program Rules ................................................................................................................................................ 8

Redemptions
Points Redemption for Travel Statement Credit .......................................................................................... 11
Points Redemption for Travel ..................................................................................................................... 11
Points Redemption for Online Travel Rewards .......................................................................................... 12
Cancellations and Changes for Online Travel Rewards .............................................................................. 12
Points Redemption for TSA Precheck Statement Credit ........................................................................... 13
Points Redemption for Global Entry Statement Credit .............................................................................. 13
Points Redemption for Travel Packages .................................................................................................... 13
Points Redemption for Gift Cards/Gift Certificates .................................................................................. 13
Points Redemption for Electronic Gift Cards ............................................................................................ 14
Points Redemption for Charity .................................................................................................................. 14
Terms & Conditions for the CharityChoice Card ........................................................................................ 14
Points Redemption for Merchandise .......................................................................................................... 14
Shipping Charges ......................................................................................................................................... 14
Return Policy ............................................................................................................................................... 14
Warranty Information .............................................................................................................................. 14
Points Redemption for Cash ...................................................................................................................... 15
Points Redemption for Annual Fee Reimbursement .................................................................................. 15
Rewards for Miles ....................................................................................................................................... 15
Change of Address .................................................................................................................................... 16
Other Important Information ...................................................................................................................... 16
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 Benefits

$100 Air Travel Statement Credit
The $100 Air Travel Statement Credit ("Statement Credit") offer applies to new purchases (minus returns, credits and adjustments) made using your HSBC Premier World Elite Mastercard® credit card every year from January 1 through December 31 ("Calendar Year"). Transaction eligibility is based on the Merchant Category Code ("MCC") under which the merchant processes the transaction. To qualify for the Statement Credit, the eligible transactions must be within the same Calendar Year. HSBC Bank USA, N.A. is not responsible for the merchant’s selection of the MCC, delays in the merchant submitting the transaction or if the transaction date provided by the merchant differs from your actual purchase date. Once you qualify, a Statement Credit up to a maximum of $100 will post to your Account on your next billing statement. Statement credit eligibility is determined at the time of your statement cycle. If the qualifying transaction(s) have not yet posted to your Account, your Statement Credit may be received on a subsequent billing statement. The maximum Statement Credit that can be earned each Calendar Year is $100. Balance transfers, checks, cash advances and overdrafts are not eligible transactions. Your HSBC Premier World Elite Mastercard® credit card must be open, and in good standing, at the time of Statement Credit fulfillment.

$100 Annual Statement Credit for rides with Uber and Lyft—up to $20 per ride
The $100 Annual Statement Credit offer for rides with Uber and Lyft applies to new purchases (minus returns, credits and adjustments) made using your HSBC Premier World Elite Mastercard® credit card every year and posts to your Account from January 1 through December 31 ("Calendar Year"). Transaction eligibility is based on the transaction description and merchant category code ("MCC") and under which the merchant processes the transaction. The transaction description must state Uber or Lyft and be processed under the MCC 4121. HSBC is not responsible for 1) the merchant’s transaction description, 2) selection of the MCC, 3) delays in the merchant submitting the transaction or 4) if the transaction date provided by the merchant differs from your actual purchase date. Once you qualify, a Statement Credit, up to a maximum of $20 per ride, will post to your Account on your next billing statement. Statement Credit eligibility is determined at the time of your statement cycle. If the qualifying transaction(s) have not yet posted to your account, your Statement Credit may be received on a subsequent billing statement. The maximum Statement Credit that can be earned each Calendar Year is $100. This offer does not apply to balance transfers, checks, cash advances or overdrafts. Your HSBC Credit Card must be open, and in good standing, at the time of Statement Credit fulfillment to qualify.

About Global Entry
A Global Entry membership allows international travelers to get on their way quickly and easily by using automated kiosks when entering the United States. Card members can apply online at www.globalentry.gov. U.S. citizens, lawful permanent residents of the U.S., and citizens of certain other countries are eligible for Global Entry membership provided that they:

- Have never been convicted of a criminal offense in any country
- Have never been found in violation of customs, immigration or agricultural laws
- Do not provide false or incomplete information on their application
- Are not the subject of an investigation by any Federal, State, or local law enforcement agency

To apply, HSBC Premier World credit card clients should go to www.globalentry.gov and fill out an application. Once the application has been reviewed, the applicant will be asked to schedule an interview at one of the Global Entry Enrollment Centers. At that interview a U.S. Customs and Border Protection (CBP) officer will determine eligibility, take a photo, and collect biometric information (e.g. fingerprints). A valid passport and one other form of identification such as a driver’s license or ID card will be required. Permanent residents of the U.S. will be required to present their lawful permanent resident card.

A non-refundable application fee of up to $100 per applicant will be charged at the time of application. If approved, membership is valid for five years. Please allow 1-2 billing cycles for the $100 statement credit to appear on your card statement.

Disclaimer
Global Entry is a U.S. Customs and Border Protection (CBP) program. Decisions to approve/deny applications are made solely by CBP. Mastercard has no influence over CBP’s decision to approve or deny an application. Mastercard is not notified of approvals or denials to applications. Applications are made directly by the applicant to CBP. Information submitted by the applicant to CBP is not shared with Mastercard. Mastercard does not share account information with CBP. Mastercard does not have access to CBP records. Application fees must be paid at time of application submission.

About TSA Precheck
TSA Precheck allows travelers flying on one of 12 participating carriers to leave on their shoes, light outerwear and belt, keep their laptop in its case and keep 3-1-1 compliant liquids/gels in a carryon bag. This program enables TSA to provide the most effective security in the most efficient way, while enhancing the passenger experience at U.S. airports.

Eligibility
U.S. citizens, U.S. nationals and lawful permanent residents are eligible to apply for TSA Precheck. Applicants may be ineligible due to:
- Incomplete or false application information.
- Violations of transportation security regulations.
- Disqualifying criminal offenses and factors can be found at www.tsa.gov/Disqualifying-Offenses-Factors

Trusted Traveler Groups
If travelers already belong to one of the trusted traveler groups below, they do not need to apply for TSA Precheck:
- Members of U.S. Customs and Border Protection’s Global Entry, SENTRI and NEXUS programs. To learn more, visit dhs.gov/tt
- U.S. active duty military, National Guard and reserve members
- DoD civilian employees and certain other federal government employees, such as those with certain security clearances

Twelve carriers participate in TSA Precheck: Air Canada, Alaska Airlines, American Airlines, Delta Air Lines, Hawaiian Airlines, JetBlue Airways, OneJet, Southwest Airlines, Sun Country Airlines, United Airlines, US Airways and Virgin America. TSA Precheck operations are available at more than 150 U.S. airports.
To apply, HSBC Premier World Elite credit card clients must visit an enrollment center servicing the TSA Precheck application program to provide the required biographic information and valid identity/citizenship documentation. Applicants have the option to pre-enroll online at www.tsa.gov/tsa-precheck/apply to provide initial biographic information and make an appointment before visiting an enrollment center. A non-refundable application fee of $85 per applicant will be charged at the time of application. If approved, membership is valid for five years.

Disclaimer

TSA Precheck is a Transportation Security Administration (TSA) program. Decisions to approve/deny applications are made solely by TSA. Mastercard has no influence over TSA’s decision to approve or deny an application. Mastercard is not notified of approvals or denials to applications. Applications are made directly by the applicant to TSA. Information submitted by the applicant to TSA is not shared with Mastercard. Mastercard does not share account information with TSA. Mastercard does not have access to TSA records. Application fees must be paid at time of application submission.

Trusted Traveler Application Fee Statement Credit

As an HSBC Premier World Elite client, you are eligible for either one Global Entry Application Fee Statement Credit, up to a maximum of $100, or one TSA Precheck Application Fee Statement Credit, up to a maximum of $55, every 54 months. Once 54 months have passed from a Trusted Traveler Application Fee Statement Credit posting, the account will be eligible for another Trusted Traveler Application Fee Statement Credit posting. Transaction eligibility is based on the transaction description and merchant category code (“MCC”) under which the merchant processes the transaction. HSBC is not responsible for 1) the merchant’s transaction description, 2) selection of the MCC or 3) delays in the merchant submitting the transaction. Once you qualify, a Statement Credit will post to your Account on your next billing statement. Statement Credit eligibility is determined at the time of your statement cycle. If the qualifying transaction(s) have not yet posted to your account, your Statement Credit may be received on a subsequent billing statement. Your HSBC Credit Card must be open, and in good standing, at the time of Statement Credit fulfillment to qualify.

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 an HSBC Bank Consumer credit card client, 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 in, entering or exiting any 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 of 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 clients 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 clients. 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 lesser of the 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 other bodily malfunction 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. Accidental Bodily Injury does not include conditions caused by repetitive motion injuries or cumulative trauma not a result of an Accident, including, but not limited to: 1) Osgood-Schlatter’s Disease; 2) bursitis; 3) Chondromalacia; 4) shin splints; 5) stress fractures; 6) tendinitis; and 7) Carpal Tunnel Syndrome. Account means 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. Client 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

4
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. Dependent Child means the primary insured person’s unmarried child, dependent on the primary insured person for maintenance and support, under the age of 19, under the age of 25 if enrolled as a full-time student at an institution of higher learning or classified as an incapacitated dependent child. 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; legal guardians 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 step-children; 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 bodily injury or loss of hand, loss of hand, 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 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. 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 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 the practitioner’s license, as determined 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 lifethreatening 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 infection 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.

trip cancellation & trip interruption 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 # 9907-39-62 on file with the policyholder: hsbc bank.

the plan: as a hsbc bank premier world elite mastercard® client, your spouse, or domestic partner and your dependent children will be automatically insured against loss of property arising from and occurring from the date you charged the trip to your account, when insured under the trip cancellation hazard only.

loss of property means trip cancellation or trip interruption which occurs while the insured person is insured under this policy which is in-force.

eligibility: this insurance plan is provided to hsbc bank premier world elite mastercard® clients automatically when the entire cost for such transportation less any redeemable frequent flyer miles, coupons or certificates has been charged to the insured person’s account issued by the policyholder. if frequent flyer miles, coupons or certificates are redeemed a charge of at least $1.00 or the full amount due for the trip, whichever is greater, must be charged to the account for travel to be considered a common carrier covered trip. 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 premier world elite mastercard® clients. hsbc bank pays the full cost of the insurance.

the benefits: the following benefits apply to this policy:

financial services common carrier trip cancellation/trip interruption: pays a benefit for the actual non-refundable amount paid by the insured person for a common carrier passenger fare(s) up to $1,500 per insured person if an insured person is prevented from traveling on a common carrier covered trip on or before the departure of the covered trip, or if you are interrupted from continuing your covered trip either on the way to the point of departure or after departure of the covered trip. the cancellation or interruption must be due to your death, accidental injury, disease or physical illness; or the death, accidental injury, disease or physical illness of your immediate family member; or the default from financial insolvency of the common carrier. this benefit is excess of any other insurance or indemnity available to you.

additional exclusions: 1) this insurance does not apply to any loss of property caused by or resulting from, directly or indirectly, the insured person’s commission or attempted commission of a felony or engaging in an illegal occupation. 2) this insurance does not apply to any covered loss or loss of property when: a) the united states of america has imposed any trade or economic sanctions prohibiting insurance of any covered loss or loss of property; or b) there is any other legal prohibition against providing insurance for any covered loss or loss of property. this insurance does not apply to any covered loss or loss of property caused by or resulting from, directly or indirectly, a declared or undeclared war.

definitions: account means credit card accounts, debit card accounts, central billed accounts, checking accounts and savings accounts as set forth in the class schedule of this policy. benefit amount means the loss amount at the time the entire cost of the passenger fare is charged to a hsbc bank card account. the loss must occur within one year of the purchase effecting this insurance. the company will pay the single largest applicable benefit amount. client means an individual who is named on the account card issued by the policyholder. common carrier covered trip means travel on a common carrier when the full fare for such transportation less any redeemable frequent flyer miles, coupons or certificates has been charged to the insured person’s account issued by the policyholder. if frequent flyer miles, coupons or certificates are redeemed a charge of at least $1.00 or the full amount due for the trip, whichever is greater, must be charged to the account for travel to be considered a common carrier covered trip. 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 premier world elite mastercard® clients. hsbc bank pays the full cost of the insurance.

the benefits: the following benefits apply to this policy:

financial services common carrier trip cancellation/trip interruption: pays a benefit for the actual non-refundable amount paid by the insured person for a common carrier passenger fare(s) up to $1,500 per insured person if an insured person is prevented from traveling on a common carrier covered trip on or before the departure of the covered trip, or if you are interrupted from continuing your covered trip either on the way to the point of departure or after departure of the covered trip. the cancellation or interruption must be due to your death, accidental injury, disease or physical illness; or the death, accidental injury, disease or physical illness of your immediate family member; or the default from financial insolvency of the common carrier. this benefit is excess of any other insurance or indemnity available to you. this benefit does not apply to loss caused by or resulting from:

- a pre-existing condition; or
- accidental bodily injuries arising from participation in interscholastic or professional sports events, racing or speed contests, or uncertified scuba driving; or
- cosmetic surgery, unless such cosmetic surgery is rendered necessary as a result of a loss covered under this policy; or
- the insured or an immediate family member being under the influence of drugs (except those prescribed and used as directed by a physician) or alcohol; or
- the insured or an immediate family member:
  - traveling against the advice of a physician; or
  - traveling while on a waiting list for specified medical treatment; or
  - traveling for the purpose of obtaining medical treatment; or
  - traveling in the third trimester (seventh month or after) of pregnancy.

DEFINITIONS:

Account means credit card accounts, debit card accounts, central billed accounts, checking accounts and savings accounts as set forth in the class schedule of this policy. Benefit Amount means the loss amount at the time the entire cost of the passenger fare is charged to a HSBC Bank card account. The loss must occur within one year of the purchase effecting this insurance. The company will pay the single largest applicable Benefit Amount. Client means an individual who is named on the Account card issued by the Policyholder. Common Carrier Covered Trip means travel on a Common Carrier when the full fare for such transportation less any redeemable frequent flyer miles, coupons or certificates has been charged to the Insured Person’s Account issued by the Policyholder. If frequent flyer miles, coupons or certificates are redeemed a charge of at least $1.00 or the full amount due for the trip, whichever is greater, must be charged to the Account for travel to be considered a Common Carrier Covered Trip. 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 Premier World Elite Mastercard® clients. HSBC Bank pays the full cost of the insurance.

The Benefits: The following benefits apply to this policy:

Financial Services Common Carrier Trip Cancellation/Trip Interruption: pays a benefit for the actual Non-Refundable amount paid by the Insured Person for a Common carrier passenger fare(s) up to $1,500 per Insured Person if an Insured Person is prevented from traveling on a common carrier covered trip on or before the departure of the covered trip, or if you are interrupted from continuing your covered trip either on the way to the point of departure or after departure of the covered trip. The cancellation or interruption must be due to your death, accidental injury, disease or physical illness; or the death, accidental injury, disease or physical illness of your immediate family member; or the default from financial insolvency of the Common Carrier. This benefit is excess of any other insurance or indemnity available to you. This benefit does not apply to loss caused by or resulting from:

- a Pre-Existing Condition; or
- Accidental Bodily Injuries arising from participation in interscholastic or professional sports events, racing or speed contests, or uncertified scuba driving; or
- cosmetic surgery, unless such cosmetic surgery is rendered necessary as a result of a loss covered under this policy; or
- the Insured or an Immediate Family Member being under the influence of drugs (except those prescribed and used as directed by a Physician) or alcohol; or
- the Insured or an Immediate Family Member:
  - traveling against the advice of a Physician; or
  - traveling while on a waiting list for specified medical treatment; or
  - traveling for the purpose of obtaining medical treatment; or
  - traveling in the third trimester (seventh month or after) of pregnancy.

ADDITIONAL EXCLUSIONS: 1) This insurance does not apply to any Loss of Property caused by or resulting from, directly or indirectly, the Insured Person’s commission or attempted commission of a felony or engaging in an illegal occupation. 2) This insurance does not apply to any Covered Loss or Loss of Property when: a) the United States of America has imposed any trade or economic sanctions prohibiting insurance of any Covered Loss or Loss of Property; or b) there is any other legal prohibition against providing insurance for any Covered Loss or Loss of Property. This insurance does not apply to any Covered Loss or Loss of Property caused by or resulting from, directly or indirectly, a declared or undeclared War.

DEFINITIONS:

Account means credit card accounts, debit card accounts, central billed accounts, checking accounts and savings accounts as set forth in the class schedule of this policy. Benefit Amount means the loss amount at the time the entire cost of the passenger fare is charged to a HSBC Bank card account. The loss must occur within one year of the purchase effecting this insurance. The company will pay the single largest applicable Benefit Amount. Client means an individual who is named on the Account card issued by the Policyholder. Common Carrier Covered Trip means travel on a Common Carrier when the full fare for such transportation less any redeemable frequent flyer miles, coupons or certificates has been charged to the Insured Person’s Account issued by the Policyholder. If frequent flyer miles, coupons or certificates are redeemed a charge of at least $1.00 or the full amount due for the trip, whichever is greater, must be charged to the Account for travel to be considered a Common Carrier Covered Trip. 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 Premier World Elite Mastercard® clients. HSBC Bank pays the full cost of the insurance.

The Benefits: The following benefits apply to this policy:

Financial Services Common Carrier Trip Cancellation/Trip Interruption: pays a benefit for the actual Non-Refundable amount paid by the Insured Person for a Common carrier passenger fare(s) up to $1,500 per Insured Person if an Insured Person is prevented from traveling on a common carrier covered trip on or before the departure of the covered trip, or if you are interrupted from continuing your covered trip either on the way to the point of departure or after departure of the covered trip. The cancellation or interruption must be due to your death, accidental injury, disease or physical illness; or the death, accidental injury, disease or physical illness of your immediate family member; or the default from financial insolvency of the Common Carrier. This benefit is excess of any other insurance or indemnity available to you.
Traveling Companion means the person designated by the Primary Insured Person or the date on which we pay out 100% of 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 date on which you first meet the eligibility criteria as the Insured Person or 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 # - 9907-39-62

To make a claim please call 855-378-9448.

Plan Administrator: HSBC Travel Insurance Marsh SponsoredPrograms, a Division of Marsh USA Inc. 12421 Meredith Drive Urbandale, IA 50398

Trip Cancellation & Trip Interruption 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 Limited 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.

Agoda 10% Hotel Discount
(the "Promotion")

> You must hold a valid Premier World Elite Mastercard® credit card issued by HSBC Bank USA, N.A. Your Account must be open and in good standing.

> Reservation must be made directly through www.agoda.com/HSBCPremier. Any bookings made outside this will not have the discount applied.
The Promotion is only valid for hotels that have the “Promotion Eligible” banner on the search results page and “Post Pay” and “Pay Later” room types only. Rooms that have the “Pay at the Hotel” flag do not qualify for the Promotion.

The Promotion discount is applicable to hotel room charges only (excluding local taxes, service fees and additional charges).

The Promotion is non-transferable, non-cumulative, cannot be exchanged for cash or other products and cannot be used in conjunction with any other discount or promotions (unless specified).

Discount will show on the booking form of the Promotion landing page after entering a valid HSBC Premier World Elite Mastercard® credit card number and a selected pre-paid hotel option is selected.

Offers are subject to availability and you must present your valid HSBC Premier World Elite Mastercard® credit card upon arrival.

Agoda reserves the right to launch selected and temporary “tactical offers” at higher discount levels for selected countries.

Expedia 10% Hotel Discount

To use this offer, you must visit www.expedia.com/HSBCPremier and either register as a new user with Expedia or sign in with details of your existing Expedia account. To confirm eligibility, you will be required to enter your Premier World Elite Mastercard® credit card number which Expedia will use to authenticate you. Your Account must be open and in good standing.

If a booking is made directly through the Expedia website, no HSBC discount will be offered and no refund will be arranged.

This offer is only applicable to selected pre-paid hotels, room types and destinations. Please refer to the booking conditions on Expedia’s website www.expedia.com/HSBCPremier for full details.

The offer can only be used when payment for the hotel is made at the time of booking. No discount is provided for bookings where payment is made when arriving or checking out of the hotel.

Discount will show on the booking form once you have input the Expedia registered Premier World Elite Mastercard® credit card number for the selected pre-paid hotel.

Offers are applicable to hotel room charges only. Local government taxes and service charges may apply.

Offers are subject to availability and you must present your valid Premier World Elite Mastercard® credit card upon arrival.

Other restrictions may apply. Please refer to the booking conditions on Expedia’s website https://www.expedia.com/g/rt/hsbc-premier-us-tnc.

Overview

As a holder of the HSBC Premier World Elite Mastercard® credit card (“Customer”), you are enrolled in the HSBC Premier World Elite Rewards Program (also referred to as the “Program”). Participation in the Program gives you the opportunity to enjoy all the benefits of the HSBC Premier World Elite Mastercard®, including HSBC Premier World Elite Rewards Program Points (“Points”). With this benefit you will earn up to 3 “Points” for every dollar charged in new purchases (minus returns, credits and adjustments) using your HSBC Premier World Elite Mastercard® (see “Points Accumulation” for details). You may choose to use your Points towards available redemption options described in these Program Rules:

- Travel (see “Points Redemption for Travel Statement Credit” and “Points Redemption for Travel”, “Points Redemption for Online Travel Rewards”, “Points Redemption for TSA Precheck Statement Credit”, “Points Redemption for Global Entry Statement Credit” and “Rewards for Miles Terms and Conditions” for details).
- Travel Packages (see “Points Redemption for Travel Packages” for details).
- Gift Cards/Gift Certificates (see “Points Redemption for Gift Cards/Gift Certificates” for details).
- Electronic Gift Cards (see “Points Redemption for Electronic Gift Cards” for details).
- Charity (see “Points Redemption for Charity” for details).
- Merchandise Items (see “Points Redemption for Merchandise” for details).
- Cash (see “Points Redemption for Cash” for details).
- Annual Fee Reimbursement (see “Points Redemption for Annual Fee Reimbursement” for details).

For your convenience, HSBC Bank maintains a Rewards Department to answer questions about the Program. Representatives will also assist you in redeeming your Points towards available redemption options. To contact the HSBC Premier Rewards Department, call 888.662.HSBC (4722), or call from anywhere in the world at 1.716.841.6666.

Following are important rules that apply to the Program. Please read these Program Rules, and save them and any amendments or supplements for future reference (See “Changes” under “Other Important Information” for details).

Participation

The Program and its benefits are offered at the sole discretion of HSBC Bank. To participate, you must be:

- A Customer in good standing with HSBC Bank (see “Good Standing” for details).
- An individual – corporations, partnerships and other entities may not participate.

HSBC Bank reserves the right to disqualify any person from the Program if, in HSBC Bank’s sole judgment, that person or another person named on the Account has violated any of these Program Rules. Disqualification may result in termination of an individual’s participation in the Program, termination of the participation in the Program of others named on the Account and loss of any or all accumulated Points.

Good Standing

Your Account is in good standing as long as you fully comply with the terms and conditions in your client Agreement and Account Opening Table, as well as the terms of these Program Rules. You may not redeem Points if your Account is in default under the most current terms and conditions of the HSBC client Agreement and Account Opening Table provided by HSBC Bank or you take any action inconsistent with these Program Rules. This includes any amendments that may have been made to such terms and conditions after your Account was opened.

HSBC Premier World Elite Rewards Program

Program Rules

The HSBC Premier World Elite Rewards Program Rules (“Program Rules”) apply to the HSBC Premier World Elite Mastercard® credit card (“HSBC Premier World Elite Mastercard®” or “Account”) issued by HSBC Bank USA, N.A. (“HSBC Bank”). Maritz Motivation Solutions Inc. (“Maritz”) is the Rewards Program Administrator (“Program Administrator”). Quality Reward Travel, LLC, (“QRT”), an affiliate of Maritz, is the Travel Provider.
Points Accumulation

The Program currently provides up to 3 Points for every dollar charged in new purchases (minus returns, credits and adjustments) to your HSBC Premier World Elite Mastercard®. Net retail purchases include all purchases you and any authorized user(s) on your Account make for personal, family, or household use with your HSBC Premier World Elite Mastercard®, less refunds, returns, credits, and plus or minus any adjustments to your Account. Net purchases are rounded to the nearest dollar. Points from eligible purchases will be accumulated at the time the purchase is posted to your Account and will be available in your Account within 1-2 billing cycles (see “Eligible Purchases” and “Transactions Not Eligible for Points Accumulation” for details).

You must activate your HSBC Premier World Elite Mastercard® to earn Points. There is no annual limit on the amount of Points that can be accumulated in an Account Year (each 12-month period). Points accumulation will start from the first day in the billing cycle in which the Customer enrolled in the Program.

Unless you are participating in a limited time promotional offer you will earn:

- 3 Points for every dollar you spend on new purchases (minus returns, credits and adjustments) on Travel, including Airlines, Hotels and Motels, Travel Agencies, Tour Operators, Cruise Lines, Bus Lines, Automotive and Vehicle Rentals, Truck Rentals, Boat Rentals, Motor Homes and Recreational Vehicles, Campground and Trailer Parks, Automotive Parking Lots and Garages, Bridge and Road Fees/Tolls, Trains, Railroads, Ferries, and Limousines and Taxicabs. 3 Points for Travel categories (listed in the “Eligible Purchases” section) are based on the Merchant Category Code (“MCC”) under which the merchant processes the transaction. Transactions made at merchants that do not process under these terms or that use an incorrect MCC will not qualify. HSBC Bank is not responsible for incorrectly coded purchase transactions. HSBC Bank does not determine how merchants are classified; even though a merchant may sell an item that appears to fit within the listed category, the merchant may not have a code that falls within the categories listed. HSBC Bank reserves the right to determine which travel category purchases qualify for 3 Points.

- 2 Points for every dollar you spend on new purchases (minus returns, credits and adjustments) at Restaurants (including cafes, bars, lounges and fast food restaurants). 2 Points for Restaurant categories (listed in the “Eligible Purchases” section) are based on the Merchant Category Code (“MCC”) under which the merchant processes the transaction. Transactions made at merchants that do not process under these terms or that use an incorrect MCC will not qualify. HSBC Bank is not responsible for incorrectly coded purchase transactions. HSBC Bank does not determine how merchants are classified; even though a merchant may sell an item that appears to fit within the listed category, the merchant may not have a code that falls within the categories listed. HSBC Bank reserves the right to determine which travel category purchases qualify for 3 Points.

From time to time, you may be offered special promotions that give you additional opportunities to earn Points (“Bonus Points”) in other ways than described above. Promotional offers may limit the amount of Bonus Points earned.

Any transactions made with your HSBC Premier World Elite Mastercard® credit card in a currency other than U.S. dollars will be converted to U.S. dollars before calculating earned Points. Your Points cannot be applied as payment or to the balance of your Account, except as specified in the section entitled “Points Redemption for Travel Statement Credit”, the section entitled “Points Redemption for TSA Precheck”, “Points Redemption for Global Entry Statement Credit”, the section entitled “Points Redemption for Annual Fee Reimbursement”, and the section entitled “Points Redemption for Cash”. If you redeem your Points for a statement credit to your credit card Account, the statement credit can reduce your balance but you are still required to make your minimum payment. HSBC Bank reserves the right to change or terminate Points accumulation at any time without prior notice to the Customer (see “Other Important Information” for details).

Points Duration

Unless used or terminated under these Program Rules, Points do not expire. If there are at least 12 months of inactivity (18 months for California residents) on your HSBC Premier World Elite Mastercard®, HSBC Bank reserves the right to close your Account.

If HSBC Bank closes your Account due to inactivity, all of your accumulated Points are immediately forfeited and will not be available for redemption, unless otherwise disclosed.

If you close your Account or if you are no longer an HSBC Premier World Elite Mastercard® customer, all of your accumulated Points will be forfeited immediately and will not be available for redemption, unless otherwise disclosed.

If your Account is closed by HSBC Bank because it is not in Good Standing, all of your Points will be forfeited immediately and will not be available for redemption (see “Good Standing” for details).

If HSBC Bank terminates the Program and your Account is in Good Standing, you will have a reasonable period of time to redeem accumulated Points (and in any event no more than 365 days) from the date the Program termination is announced. If you are no longer an HSBC customer, you are no longer eligible for this Program. At such time as you become ineligible, your Account will be closed and your Points will be forfeited, unless otherwise disclosed.

Points Combination

Points from multiple HSBC Rewards Programs or other accounts issued by HSBC Bank may not be combined or pooled for redemption. When redeeming Points, you may use Points from only one HSBC Rewards Program Account for redemption. Any person whose name is included on the HSBC Rewards Program account may redeem Points. HSBC Bank is not responsible and bears no liability for disagreements between participants concerning use of Points accumulated in an HSBC Rewards Program account.

Points Transfer to Other Parties

Points may not be transferred to others for redemption. Points are not the property of the participant in the Program. Points may not be brokered, bartered or sold, and may not be transferred as part of a domestic relations matter.

Tax Liability

As the primary holder of the HSBC Premier World Elite Mastercard® credit card Account, you are solely responsible for the determination and payment of income or other tax liability related to participation in this Program. HSBC Bank does not make any representations as to the Program participants’ current or future tax consequences as a result of the credit, transfer, use, redemption, termination or disposition of Points.

Eligible Purchases

Your HSBC Premier World Elite Mastercard® purchases are eligible for Points if they are made for your personal, family or household use. You may make eligible purchases anywhere your HSBC Premier World Elite Mastercard® credit card is accepted.
The eligible merchant purchase categories that you can earn 3 Points on are:

- **Airlines** are classified as merchants designated as air carriers and airlines.
- **Hotels and Motels** are classified as merchants that provide lodging, and includes establishments such as “bed and breakfast” and other inns, resorts, cabins, and hostels.
- **Travel Agencies** are classified as merchants that primarily provide travel information and booking services. Such merchants act as agents on behalf of travelers in booking and ticketing air, land, or sea transportation or lodging accommodations, including plane flights, bus tours, sea cruises, car rentals, rail transportation, and lodging.
- **Tour Operators** are classified as merchants that arrange and assemble tours for sale through a travel agent or directly to the consumer.
- **Cruise Lines** are classified as merchants that provide passenger transportation on the open seas or inland waters for the purpose of vacation or pleasure. Such merchants typically offer food, entertainment, and cabin accommodations inclusive in the fare, and operate predefined and advertised routes.
- **Bus Lines** are classified as merchants that provide passenger bus transportation services that operate on a regular schedule over predetermined routes.
- **Automotive and Vehicle Rentals** are classified as merchants that provide short-term or long-term rentals of cars, trucks, vans, or utility trailers.
- **Truck Rentals** are classified as merchants that provide short-term rental or long-term leasing of trucks, vans, or utility trailers used for moving or hauling, and are rented on a do-it-yourself basis.
- **Boat Rentals** are classified as merchants that primarily provide boat rental and leasing services, including fishing boats, non-crew houseboats, sailboats, powerboats, jet skis, and yachts.
- **Motor Homes and Recreational Vehicles** are classified as merchants that rent motor homes, RVs, pop-up campers, tent trailers, and other recreational vehicles on a daily, short-term, or extended-term basis.
- **Campground and Trailer Parks** are classified as merchants that provide overnight or short-term campsites for recreational vehicles, trailers, campers, or tents.
- **Automobile Parking Lots and Garages** are classified as merchants that provide temporary parking services for automobiles, usually on an hourly, daily, or monthly contract or fee basis.
- **Bridge and Road Fees/Tolls** are classified as merchants that collect fees associated with toll roads, highways, and bridges.
- **Trains** are classified as merchants that provide local and suburban mass passenger transportation over regular routes and on regular schedules, including railway commuter transportation.
- **Railroads** are classified as merchants that provide long-distance passenger transportation which may or may not include overnight accommodations on the train during long distance travel.
- **Ferries** are classified as merchants that provide local and suburban mass passenger transportation over regular routes and on regular schedules.
- **Limousines and Taxicabs** are classified as merchants that operate passenger automobile transportation services that do not operate on a regular schedule or an established route.

The eligible merchant purchase categories that you can earn 2 Points on are:

- **Restaurants** are classified as eating places and include such places as cafes, bars, lounges and fast food restaurants.

**Transactions Not Eligible for Points Accumulation**

Any Points accumulated through purchases for business or commercial use are subject to forfeiture. Other purchases and transactions not eligible for Points accumulation include:

- Purchases that are returned or are to be credited to your Account.
- Cash Advances.
- Checks.
- Automated Teller Machine (ATM) withdrawals.
- Interest charges, Finance charges, fees and certain other non-product/service transactions.
- Balance Transfers.
- Overdrafts.

**Statements**

Your HSBC Rewards Points balance is displayed on your monthly periodic billing statement, which will reflect any Points posted as of the date your statement was produced.

If there is no activity and no balance on your HSBC Premier World Elite Mastercard® Account, you will not receive a current Program information, please contact our HSBC Premier Rewards Department at 888.662.HSBC (4722) or visit us online by logging into your Personal Internet Banking Account at hsbcpremierusa.com. Or you may write to the HSBC Premier Rewards Customer Care Department, P.O. Box 9, Buffalo, NY 14240. Information about an HSBC Premier World Elite Mastercard® or Program will only be provided to persons named on the Account. If you have any questions regarding your HSBC Premier World Elite Mastercard®, contact HSBC Bank at 888.662.HSBC (4722) or online at hsbcpremierusa.com.

**Redemptions**

You can redeem your Points for available redemption options stated below and at any time consistent with these Program Rules. Points cannot be offset against the Customer’s Account obligations to HSBC Bank.

The HSBC Bank reserves the right to increase or decrease required Point redemption amounts at any time without prior notice to the Customer. Please call 888.662.HSBC (4722) or log in to your Personal Internet Banking Account at hsbcpremierusa.com to view the latest redemption options and Point redemption amounts.

When applicable, Rewards will be sent by First Class Mail, UPS or other carrier to the Customer’s billing address or other address specified by the Customer. Select redemption options may be eligible for post office delivery to military addresses, FP0, APO or to post office boxes. Delivery time will depend on the redemption option requested. Merchandise rewards generally take up to six (6) weeks after HSBC Bank receives, verifies and processes the Customer’s request. Gift Cards/ Gift Certificates will be sent to Customers approximately two (2) to four (4) weeks after receipt of order. Electronic Gift Cards will be sent to Customers to view the latest redemption options and Point redemption amounts.

When applicable, Rewards will be sent by First Class Mail, UPS or other carrier to the Customer’s billing address or other address specified by the Customer. Select redemption options may be eligible for post office delivery to military addresses, FP0, APO or to post office boxes. Delivery time will depend on the redemption option requested. Merchandise rewards generally take up to six (6) weeks after HSBC Bank receives, verifies and processes the Customer’s request. Gift Cards/ Gift Certificates will be sent to Customers approximately two (2) to four (4) weeks after receipt of order. Electronic Gift Cards will be sent to Customers within approximately twenty-four (24) hours after receipt of order. To obtain more specific shipping information and delivery times, simply check online or contact our Rewards Department. If delivery will take longer, the Customer will be notified. HSBC Bank, the Program Administrator, and their affiliates are not responsible for lost, stolen or destroyed redemption options items.
Points Redemption for Travel Statement Credit

View the latest redemption options by logging into your Personal Internet Banking Account at hsbcpremierusa.com or by calling the HSBC Premier Rewards Department at 888.662.HSBC (4722).

The Program grants you the option to redeem Points toward a statement credit when you purchase an airline ticket yourself using your HSBC Premier World Elite Mastercard® and you possess the requisite number of Points. Once you have purchased the airline ticket, and the charge for the ticket appears on your HSBC Premier World Elite Mastercard® statement, you must contact the HSBC Premier Rewards Department to redeem your Points towards a statement credit on your HSBC Premier World Elite Mastercard® Account.

Rewards Points for Travel Statement Credits must be redeemed by contacting the HSBC Premier Rewards Department at 888.662.HSBC (4722). The statement credit should appear within 1 (one) – 2 (two) billing cycles. Any request for a statement credit is final and cannot be revoked. Upon redemption, the applicable amount of Points will be redeemed and removed from your Points balance. There is no charge involved in requesting or receiving a statement credit. However, before we can credit the statement credit request, the airline must appear on your HSBC Premier World Elite Mastercard® billing statement. Transactions made through third-parties will not be eligible unless clearly labeled as an airfare purchase. Statement credits will not be issued for a value greater than the price of the airline ticket and in available redemption increments. You may only redeem Points for a statement credit against an airline ticket that is purchased within the last ninety (90) days. Multiple statement credits can be redeemed for the same ticket purchase as long as the total amount of the redemption does not exceed the amount of the purchase. Additionally, all statement credits redeemed for a given ticket purchase must be redeemed in a single Reward Redemption Order.

HSBC Bank, the Program Administrator, the Travel Provider and their affiliates are not responsible for the performance by the airlines of the ticketed transportation purchased. All reservations and ticketing are subject to the conditions of carriage of the party providing the transportation, including exclusions and limitations of liability.

Points Redemption for Travel

View the latest redemption options by logging into your Personal Internet Banking Account at hsbcpremierusa.com or by calling the HSBC Premier Rewards Department at 888.662.HSBC (4722).

The Program grants you the option to redeem Points for a ticket on any airline that is approved by the Airline Reporting Corporation (ARC) for travel to any destination domestic or international. All tickets are subject to availability. Points may be redeemed, for a credit toward an airline ticket up to the amount of the corresponding Maximum Dollar Value (“MDV”) of the ticket, subject to the redemption offerings of the Program. MDV includes taxes, September 11th Security Fee and other airline surcharges. You will be required to pay for any cost associated with the airline ticket that exceeds the MDV. There are no blackout dates. Reward travel and companion travel may be purchased fully in the Point increments listed on the redemption website or may be purchased using a combination of Points plus ‘cash’, charging a portion of the cost to a credit card of your choice. You can use your HSBC Premier World Elite Mastercard® as payment, and when you do, you will earn Points.

There is currently no ticketing fee associated with booking reward Travel with the Travel Provider. Airline ticket discounts may be applied toward the ticket, subject to availability and up to the MDVs as defined by the Program. This redemption option cannot be combined with any other coupon or discount (one redemption per ticket). Charter flights, consolidator fares, and internet fares, are not eligible.

The Customer is responsible for all airline-related fees which include but are not limited to facility charges, segment fees, ticketing, taxes, customs, baggage, security, fuel surcharges and other government imposed fees; and any expedites, special requests and exceptions.

All airline ticket redemptions will be issued as electronic tickets (“e-tickets”) unless e-tickets are not available. The e-ticket confirmation will be emailed to the email address provided at time of booking. If paper tickets are requested when e-tickets were available, a service fee will be added for each ticket. A shipping/handling fee will be charged for all paper tickets. Airline tickets are non-refundable and non-transferable. If lost or stolen, airline tickets cannot be replaced. All returns and exchanges should be handled directly with the issuing airline. A fee per ticket may apply for any changes/cancellations/reissue to all airline tickets and customers will be responsible for these fees. All airline rules and restrictions apply. Rewards must be redeemed by contacting 800.528.5054 and your travel will be arranged by the Travel Provider. Companion tickets not covered with Points are subject to all the Travel Provider issuance fees and restrictions. HSBC Bank, the Program Administrator, the Travel Provider and their affiliates are not responsible for the communication of airline schedule changes. Travel must be booked at least 1 business day prior to travel date. Customer should reconfirm flight reservations at least 24 hours prior to departure for domestic reservations, and 72 hours prior to departure for international reservations. Customer must have valid photo ID for airport check-in. Additional identification, such as a passport, visa, or certain health requirements, may be required for travel outside the United States and would be the Customer’s responsibility to obtain. Travelers are also fully responsible for verifying all safety and security conditions for each destination selected. Ticket must be issued at the time of booking. Tickets cannot be redeemed for cash and have no cash value. HSBC Bank, the Program Administrator, the Travel Provider and their affiliates are not responsible for the performance by the airlines of the ticketed transportation. All reservations and ticketing are subject to the conditions of carriage of the party providing the transportation, including exclusions and limitations of liability. Every effort will be made to accommodate the Customer’s first choice of travel itinerary; however, pending availability, the Travel Provider reserves the right to choose the airline for airline tickets redeemed with Points.

HSBC Bank, the Program Administrator, the Travel Provider and their affiliates are not responsible for the performance of airlines or any provider of service, including but not limited to delivery, baggage, changes, etc., for any service under this Program. In the event that an airline ceases flying and tickets sold for future travel are not picked up and honored by other airlines, the tickets will not be refunded by HSBC Bank, the Program Administrator, the Travel Provider or their affiliates. In this situation, there will also be no Rewards Points credits granted.

Additional restrictions may apply.

No cash or credit will be given for any unused portion of the ticket.

Points Redemption for Online Travel Rewards

View the latest redemption options by logging into your Personal Internet Banking Account at hsbcpremierusa.com or by calling the HSBC Premier Rewards Department at
888.662.HSBC (4722). The Program grants you the option to redeem Points for airline tickets approved by the Airline Reporting Corporation (ARC), hotel bookings, car rental bookings, transportation and experiences. Points may be redeemed beginning at a 20,000 Points level for an airline ticket, 5,000 Points level for a hotel booking, 2,500 Points booking and with no minimum Points level for transportation and experiences bookings in the amount of each corresponding Maximum Dollar Value ("MDV"). For airline ticket, MDV includes taxes, September 11th Security Fee and other airline surcharges. Airline ticket must be booked at least 1 day prior to travel date. Hotel and car rental bookings must be booked at least 3 days prior to travel date. Transportation and experiences bookings must be booked at least 7 days prior to travel date.

Points for airline ticket, hotel, rental car, transportation and experiences travel options may be redeemed online by logging in to your HSBC Personal Internet Banking Account at hsbcpremierusa.com. Online Travel Rewards travel is arranged by the Travel Provider. The “Online Travel Rewards” site is a non-HSBC website. HSBC Bank has no control over the linked website and is not liable for your use of it. The Travel Provider makes arrangements with third-party suppliers for flights, hotel accommodations, car rental services, transportation and experiences. The Travel Provider is not an agent of the customer, or of other parties providing travel related services.

Online Travel Rewards travel may be purchased fully in Points or may be purchased using a combination of Points plus cash, charging a portion of the cost to an HSBC credit card. When using a combination of Points plus cash, the Point-cost of Online Travel Rewards will be based on a combination of factors including itinerary, date and time of travel, and dollar value of travel. The amount of Points needed for these Online Travel Rewards will be specific to your search terms and will be displayed dynamically at the time of search.

Travel issued by and booked with the Travel Provider is subject to all the Travel Provider issuance fees, restrictions and General Policies. Complete Travel Terms and Conditions for airline ticket, hotel, car rental, transportation and experiences bookings are available online on at “Online Travel Rewards” award search pages (accessible through hsbcpremierusa.com) and at the time of booking.

There is currently no ticketing fee or booking fee associated with booking an airline ticket, hotel, car rental, transportation or experience with the Travel Provider.

All airline ticket travel issued by the Travel Provider will be issued as E-tickets. The Travel Provider sends an automated notification email for every completed reservation. A confirmation email will be sent by the Travel Provider for all airline ticket, hotel and car rental bookings. If you do not receive a confirmation email for booking information within 24 hours, please contact the Travel Provider at 800.528.5054. The email confirmations should be printed and saved for your records.

Customer is responsible for all airline-related fees which include but are not limited to facility charges, segment fees, ticketing, taxes, customs, baggage, security, fuel surcharges and other government imposed fees; and any expedites, special requests and exceptions.

Customer should reconfirm flight reservations at least 24 hours prior to departure. Customer must have valid Government-issued ID for airport check-in. Additional identification may be required for travel outside of the United States and is the Customer’s responsibility. Customer is also fully responsible for verifying all safety and security conditions for each destination selected. Airline ticket must be issued at the time of booking. Airline tickets cannot be redeemed for cash and have no cash value.

Customer is responsible for reading, accepting and adhering to terms and conditions for airline ticket, hotel, car rental, transportation and experiences at time of booking through the Online Travel Rewards site. Upon redemption, the applicable amount of Points will be redeemed and removed from your Points balance.

The Travel Provider and HSBC Bank, their affiliates and the Program are not responsible for the performance by the airlines of the ticketed transportation, hotel establishments, car rental, transportation or experiences providers.

All reservations and air ticketing are subject to the conditions of carriage of the party providing the transportation, including exclusions and limitations of liability. Additional restrictions may apply.

Provided air ticket and hotel bookings are eligible for cancellation by the Travel Provider, any refund will be credited back to customer in the original form of payment.

Cancellations and Changes for Online Travel Rewards

Customer may call the Travel Provider during scheduled business hours between 8:00 am and 8:00 pm Eastern Time ("ET") Monday through Friday, and between 9:00 am and 5:30 pm ET Saturday with any questions, including but not limited to changes or cancellation requests for their upcoming travel.

Airline Bookings

Each booked fare includes unique rules and restrictions ("Rules"). For purposes of these terms, a fare is the cost of the total air trip. The fare may include multiple segments (or, "stops" - i.e. connecting flights) and multiple classes of service (i.e. first class, coach). If multiple airline carriers are included on a single fare, the most restrictive airline carrier Rules and fees, as the case may be, will apply to all segments regardless of carrier. If a fare segment does not allow changes, then no changes will be allowed to any fare segment. If any fare segment is non-refundable, then all fare segments are non-refundable. Fare changes, if permitted, will be charged a service fee by the Travel Provider. Airline carrier rules prohibit name changes after an airline ticket has been issued. Fares may be non-refundable and in some instances, may not allow any changes after issuance.

If customer makes a change to their fare directly through the airline carrier, the Travel Provider will not be able to make any further changes to the fare, however, program rules regarding changes or cancellations still apply.

The Travel Provider may require a processing fee(s) per fare segment to complete the requested changes. The Travel Provider imposed fees, when applicable, are in addition to airline carrier fees and/or any increase in fare. Points may not be used for any applicable Travel Provider fees.

Airline carrier will determine applicable change fees, and the Travel Provider will deduct those fees from the residual value of the original airline ticket before determining the amount available to be applied toward future travel. Airline carrier rules vary for credit usage, including but not limited to, requiring travel completion within one (1) year of issue date for the original ticket issued.

Customer is responsible for reading and accepting the Travel Provider terms and conditions relating to fare purchases as well as change and cancellation policies. Additional airline carrier Rules may apply.

Hotel Bookings

Hotel reservation availability may be subject to date restrictions during high-demand periods, and/or other special circumstances. Additionally, hotel reservations booked using reward points may be (1) non-cancellable, (2) non-refundable or include nonrefundable rates, and/or (3) may not permit room changes. Hotel reservation changes, if permitted for the hotel room rate (i.e., advanced purchase, membership, limited time offers) and room type (i.e. suite, concierge level rooms, or other specialty room types), will be charged a service fee charged by the Travel Provider. A fee of full amount paid (NO REFUND) may be assessed by the hotel for no shows.

12
Additional Rules may apply. Customer is responsible for reading and accepting the Travel Provider terms and conditions relating to hotel room purchases as well as change and cancellation policies. And, for more information on hotel policies, room availability and/or amenities, customer should contact the hotel directly.

**Car Rental Bookings**

Reservations booked using any payment method, including but not limited to reward points, may be (1) non-cancellable and/or (2) non-refundable or include nonrefundable rates. Additionally, after reservations are booked using reward points, the reservation cannot be changed. If the car rental supplier allows the cancellation of a booking, the Travel Provider may require a processing fee to complete the requested cancellation. Points may not be used for any applicable Travel Provider fees.

Customer is responsible for reading and accepting the Travel Provider terms and conditions relating to car rental purchases as well as change and cancellation policies. Additional car rental location and supplier rules may apply.

**Transportation Bookings**

Reservations booked using any payment method, including but not limited to reward points, are non-refundable for any reason. Additionally, after reservations are booked using reward points, the reservation cannot be changed or cancelled. Additional restrictions may apply.

Customer is responsible for reading and accepting the Travel Provider terms and conditions relating to transportation purchases as well as change and cancellation policies. Additional transportation supplier rules may apply.

**Experiences Bookings**

Reservations booked using any payment method, including but not limited to reward points, are non-refundable for any reason. Additionally, after reservations are booked using reward points, the reservation cannot be changed or cancelled. Additional restrictions may apply.

Customer is responsible for reading and accepting the Travel Provider terms and conditions relating to experiences purchases as well as change and cancellation policies. Additional experiences supplier rules may apply.

**Points Redemption for TSA Precheck Statement Credit**

View the latest redemption options by logging into your Personal Internet Banking Account at us.hsbc.com or by calling the HSBC Premier Rewards Department at 888.662.HSBC (4722).

The Program grants you the option to redeem Points toward a statement credit when you pay for a TSA Precheck Application Fee using your HSBC Premier World Elite credit card and you possess the requisite amount of Points. Once you have applied for TSA Precheck, and the charge for the Application Fee appears on your HSBC Premier World Elite credit card statement, you may contact the HSBC Premier Rewards Department to redeem your Points towards a statement credit on your HSBC Premier World Elite credit card Account.

Statement credits will not be issued for a value greater than the price of the TSA Precheck Application Fee. You may only redeem Points for a statement credit against a Global Entry Application Fee using your HSBC Premier World Elite credit card and you possess the requisite amount of Points. Once you have applied for Global Entry, and the charge for the Application Fee appears on your HSBC Premier World Elite credit card statement, you must contact the HSBC Premier Rewards Department to redeem your Points towards a statement credit on your HSBC Premier World Elite credit card Account.

Statement credits will not be issued for a value greater than the price of the Global Entry Application Fee. You may only redeem Points for a statement credit against a Global Entry Application Fee that is purchased within the last ninety (90) days.

TSA Precheck enrollment is subject to the conditions of the party providing the service, including exclusions and limitations of liability.

**Points Redemption for Global Entry Statement Credit**

View the latest redemption options by logging into your Personal Internet Banking Account at hsbcpremierusa.com or by calling the HSBC Premier Rewards Department at 888.662.HSBC (4722).

**Points Redemption for Travel Packages**

View the latest redemption options by logging into your Personal Internet Banking Account at hsbcpremierusa.com or by calling the HSBC Premier Rewards Department at 888.662.HSBC (4722).

All Travel Packages are subject to limited availability, and to the terms, conditions and restrictions imposed by suppliers. New items may replace certain selections, and certain items may be discontinued at any given time. HSBC Bank may substitute a redemption option of equal or greater value without advance notice. The Customer will be notified of such a change when ordering.

Rewards Points must be redeemed by contacting 800.528.5054 and your redemption option will be arranged by the Travel Provider. HSBC Bank, the Program Administrator, the Travel Provider and their affiliates are not responsible for the performance of airlines or any supplier of service, including but not limited to delivery, bankruptcy, changes, etc., for any service under this Program. Additional restrictions may apply.

**Points Redemption for Gift Cards/Gift Certificates**

View the latest redemption options by logging into your Personal Internet Banking Account at hsbcpremierusa.com or by calling the HSBC Premier Rewards Department at 888.662.HSBC (4722).

- Certain Gift Cards/Gift Certificates may require a minimum purchase from the participating merchant.
- Gift Cards/Gift Certificates are not exchangeable, refundable, or redeemable for cash or credit under any circumstances and are not replaceable in the event of loss, destruction after issuance or expired (if applicable).
- Gift Cards/Gift Certificates are void if altered or where
prohibited by law. The Gift Card/Gift Certificate must be presented in its original form for exchange requests. The Gift Card/Gift Certificate cannot be damaged or altered in any way.

- Gift Cards/Gift Certificates can be discontinued at any time, without advance notice.
- NOTE: Complete Reward restrictions are listed on the back of the Gift Cards/Gift Certificates. For specific details prior to redemption option order, including certificate expiration date, if applicable, call the HSBC Premier Rewards Department at 888.662.HSBC (4722).
- If you plan to travel and have a question about the use of a Gift Card/Gift Certificate outside of the United States, we recommend contacting the merchant directly.

Gift Card/Gift Certificate merchants are in no way affiliated with HSBC Bank, nor are merchants considered sponsors or co-sponsors of this Program. Use of merchant names and/or logos are by permission of each respective merchant and all trademarks are the property of their respective owners. Terms and conditions are applied to Gift Cards/Gift Certificates which can be found in the online rewards catalog. Please see the merchant’s Gift Cards/Gift Certificates website for additional terms and conditions, which are subject to change at merchant’s sole discretion, if permitted by law.

**Points Redemption for Electronic Gift Cards**

View the latest redemption options by logging into your Personal Internet Banking Account at hsbcpremierusa.com or by calling the HSBC Premier Rewards Department at 888.662.HSBC (4722).

- Electronic Gift Cards will be delivered by a Third Party via email.
- Electronic Gift Cards will only be delivered to the email address on file for the primary cardholder of your HSBC Credit Card.
- Certain Electronic Gift Cards may require a minimum purchase from the participating merchant.
- Electronic Gift Cards are not exchangeable, refundable, or redeemable for cash or credit under any circumstances and are not replaceable in the event of loss, destruction after issuance or expired (if applicable).
- Electronic Gift Cards are void if altered or where prohibited by law. The Electronic Gift Card cannot be damaged or altered in any way.
- Electronic Gift Cards can be discontinued at any time, without advance notice.
- For specific details prior to redemption option order, including certificate expiration date, if applicable, call the HSBC Premier Rewards Department at 888.662.HSBC (4722).
- If you plan to travel and have a question about the use of a Electronic Gift Cards outside of the United States, we recommend contacting the merchant directly.

Electronic Gift Card merchants and the third party through which the Electronic Gift Cards are distributed, are in no way affiliated with HSBC Bank, nor are merchants considered sponsors or co-sponsors of this Program. Use of merchant names and/or logos are by permission of each respective merchant and all trademarks are the property of their respective owners. Terms and conditions are applied to Electronic Gift Cards which can be found for each merchant in the online rewards catalog. Please see the merchant’s website for additional terms and conditions, which are subject to change at merchant’s sole discretion, if permitted by law.

**Points Redemption for Charity**

View the latest redemption options by logging into your Personal Internet Banking Account at hsbcpremierusa.com or by calling the HSBC Premier Rewards Department at 888.662.HSBC (4722).

Customers can redeem Points for a CharityChoice Gift Card, which allows you to donate the value of the Gift Card to one of over 1,000 major charitable organizations.

**Terms & Conditions for the CharityChoice Card**

Not redeemable for cash or merchandise. Never expires. CharityChoice Gift Cards is a project of Special Kids Fund (501c3, EIN 58-2550249). Special Kids Fund receives a modest 10% admin fee, which is deducted prior to the quarterly allocation of the funds to the charities. Funds are distributed to each of the designated charities in one payment, as a bulk allocation. Keep confirmation of your charity designation and verification of your order from your rewards program for your records. Ask your tax advisor as to your eligibility for a tax deduction.

Participating charitable organizations are in no way affiliated with HSBC Bank, nor are they considered sponsors or co-sponsors of the Program. Use of charitable organization names and/or logos are by permission of each respective charitable organization and all trademarks are the property of their respective owners.

**Points Redemption for Merchandise**

View the latest redemption options by logging into your Personal Internet Banking Account at hsbcpremierusa.com or by calling the HSBC Premier Rewards Department at 888.662.HSBC (4722).

All merchandise is subject to limited availability, and to the terms, conditions and restrictions imposed by suppliers. New items may replace certain selections, and certain items may be discontinued at any given time. HSBC Bank may substitute a redemption option of equal or greater value without advance notice. The Customer will be notified of such a change when ordering. Merchandise shown in the online rewards catalog may not necessarily reflect exact colors or models of actual redemption options.

All merchandise is manufactured by independent suppliers, who may or may not issue standard warranties for their merchandise. Merchandise available in the Program may require assembly and/or batteries. Installation of merchandise is not included (unless indicated in the redemption option descriptions). Some merchandise items may require that the Customer provide, or arrange to provide, assistance when unloading. In case of truck delivery, the Customer will be notified of the manufacturer’s scheduled shipping date. If the Customer order consists of multiple items, please be advised that all items may not be delivered at the same time.

**Shipping Charges**

When applicable, Rewards will be sent by First Class Mail, UPS or other carrier to the Customer’s billing address or other address specified by the Customer. Select redemption options may be eligible for post office delivery to military addresses, FPO, APO or to post office boxes. Delivery time will depend on the redemption option requested and generally takes up to six (6) weeks after HSBC Bank receives, verifies and processes the Customer’s request. To obtain more specific shipping information and delivery times, simply check online or contact our Rewards Department. If delivery will take a longer time, the Customer will be notified. HSBC Bank, the Program Administrator, and their affiliates are not responsible for merchandise items that are lost, stolen or destroyed. Normal shipping charges from point of origin to point of delivery are prepaid. In the event that a shipment is sent in error, the Customer should pay and provide a copy, of the paid receipt, to HSBC Bank for reimbursement. If a Customer returns an item that is not damaged or defective, shipping costs for merchandise items are the responsibility of the Customer.

**Return Policy**

If a Customer is unhappy with the merchandise for any reason, the Customer may exchange it within 30 days of redemption for an item of equal value. Customers choosing to exchange
merchandise should contact the HSBC Premier Rewards Department at 888.662.HSBC (4722).

Incorrect or Damaged Goods: Customers will not be charged for return shipping costs of incorrect items received in error, or, for damaged or defective goods. Most deliveries occur without damage; however, in the rare event the Customer should find damage or receive an incorrect item, THE CUSTOMER SHOULD CONTACT HSBC PREMIER REWARDS DEPARTMENT AT 888.662.HSBC (4722) IMMEDIATELY. ALL DAMAGE MUST BE REPORTED WITHIN 24 HOURS OF DELIVERY, REGARDLESS OF DELIVERY METHOD. ANY AND ALL DAMAGE SHOULD BE NOTED ON ALL COPIES OF THE DELIVERY RECEIPT. FAILURE TO DO SO MAY VOID ANY AND ALL CLAIMS WHICH COULD AFFECT THE REPLACEMENT OF MERCHANDISE, REFUND OR CREDIT. REPLACEMENT ORDERS FOR INCORRECT OR DAMAGED MERCHANDISE WILL BE PROCESSED IMMEDIATELY UPON RETURN RECEIPT OF THE ORIGINAL MERCHANDISE.

Participating merchants are in no way affiliated with HSBC Bank, nor are the merchants considered sponsors or co-sponsors of the Program. Use of merchant names and/or logos are by permission of each respective merchant and all trademarks are the property of their respective owners.

Warranty Information
If there is a warranty associated with the merchandise, a copy of the manufacturer’s warranty will be shipped with the item or may be obtained, if available, prior to ordering at no additional charge. Send item description and item number to: Warranty Department, F.O. Box 100, Fenton, MO 63099.

HSBC Bank, Program Administrator, and their respective parents, subsidiaries and affiliates make no guarantees, warranties or representations of any kind, expressed or implied, with respect to such services and/or items, and shall not be liable for any loss, expense, accident or inconvenience that may arise in connection with the use of such services and/or items, or as a result of any defect in or failure of such services and/or items. MARITZ, HSBC BANK, AND THEIR RESPECTIVE PARENTS, SUBSIDIARIES AND AFFILIATES SPECIFICALLY DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Points Redemption for Cash
View the latest redemption options by logging into your Personal Internet Banking Account at hsbcpremierusa.com or by calling the HSBC Premier Rewards Department at 888.662.HSBC (4722).

If you redeem for a statement credit, it will be applied to your HSBC Premier World Elite Mastercard® Account. There is no annual or lifetime maximum on the amount of statement credits that can be applied to your Account. Any request for statement credit redemption is final and cannot be revoked.

If you select cash back as a direct deposit, only HSBC Bank USA, N.A. consumer checking and savings accounts in your name alone or as a joint accountholder are eligible. Eligible HSBC deposit accounts include, but are not limited to, Certificates of Deposit, commercial deposit accounts, fiduciary accounts, and special purpose accounts. For the latest Terms & Conditions and eligibility details, call or visit us online.

Cash back redemption may be requested at any time by contacting the HSBC Premier Rewards Department at 888.662.HSBC (4722) or by logging into your Personal Internet Banking Account at hsbcpremierusa.com.

Deposit products are offered in the U.S. by HSBC Bank USA, N.A. Member FDIC.

Points Redemption for Annual Fee Reimbursement
The Program grants you the option to redeem Points toward a statement credit in the amount of your Annual Fee you if possess the requisite number of Points. You must contact the HSBC Premier Rewards Department at 888.662.HSBC (4722) to redeem your Points towards an Annual Fee Reimbursement statement credit on your HSBC Premier World Elite Mastercard® Account.

The statement credit should appear within 1 (one) – 2 (two) billing cycles. Any request for a statement credit is final and cannot be revoked. Upon redemption, the applicable amount of Points will be redeemed and removed from your Points balance. There is no charge involved in requesting or receiving a statement credit. However, before we can fulfill the statement credit request, the Annual Fee notice must appear on your HSBC Premier World Elite Mastercard® billing statement. Statement credits will not be issued for a value greater than the amount of the Annual Fee. You may only redeem Points for a statement credit against an Annual Fee that is scheduled to post within thirty (30) days or has posted within the last ninety (90) days. Statement credits can be redeemed to reimburse for the Primary cardholder Annual Fee as well as for Authorized User Annual Fees.

Rewards for Miles
Rewards for Miles Terms and Conditions
View the latest redemption options by logging into your Personal Internet Banking Account at hsbcpremierusa.com or by calling the HSBC Premier Rewards Department at 888.662.HSBC (4722).

> Customers who wish to participate in HSBC Premier World Elite Rewards Rewards for Miles (“Rewards for Miles”) must first become a member of a participating airline frequent flyer/reward program, and obtain a frequent flyer/reward program number for each airline to which they would like to redeem Points for frequent flyer/reward program miles.

> Only HSBC Premier World Elite Mastercard® customers (‘Customers’) are eligible to participate in Rewards for Miles.

> Customers whose HSBC Premier World Elite Mastercard® credit card Accounts (‘Accounts’) are valid and in good standing will be eligible to transfer Points to a participating airline’s frequent flyer/reward program account.

> Timing for the redeemed Points to be converted to miles and posted to the Customer’s airline frequent flyer/reward program account may vary by airline.

> The conversion rate of Points for participating airline frequent flyer/rewards may vary by airline frequent flyer/reward program.

> Once Points are transferred to an airline frequent flyer/reward program, they will be immediately deducted from your available Points balance. Points cannot be transferred to another participating airline’s program.

> HSBC Bank assumes no responsibility for Points transferred to any airline reward program account, or for the actions of any participating airline in connection with its reward program or otherwise.

> Customers may transfer Points to any participating airline frequent flyer/reward program account providing all information submitted matches the airline frequent flyer/reward program account held by the participating partner. Incomplete or inaccurate information cannot be processed.

> All questions or disputes regarding eligibility for redeemptions within the Program or the use of Rewards for Miles will be decided by HSBC Bank at its sole discretion.

> Fraud and abuse in relation to the earning and transfer of Points to the Program or Rewards for Miles may result in the forfeiture of accumulated Points, as well as the cancellation of a Customer’s credit card(s).

> The Customers are subject to, and must comply with, the rules of the airline frequent flyer/reward program(s) of the participating airline(s) frequent flyer/reward program in which they are enrolled. It is the sole responsibility of the participating airline’s reward program to provide the
Customer a copy of the relevant program rules upon his/her enrollment in their frequent flyer/reward program.

> A participating airline frequent flyer/reward program may change its program rules, including regulations, policies, benefits and conditions of participation or mileage levels, in whole or in part at any time with or without notice, even though changes may affect the value of the free miles already accumulated.

> Airline reward program participation in Rewards for Miles is subject to change upon notice.

> HSBC Bank reserves the right to change the terms and conditions herein and Rewards for Miles at any time upon notice.

> There is currently no minimum or maximum number of Points that can be transferred using Rewards for Miles.

> By participating in Rewards for Miles, the Customer specifically authorizes HSBC Bank to share only the specific customer information necessary to complete the mileage exchange.

> In the event the participating airline frequent flyer/reward program is unable to identify the Rewards for Miles request and cannot apply the corresponding miles to the requested account, HSBC Bank will use its best efforts to identify and resolve the issue, which may include contacting the Customer. This may delay the posting of miles to the requested airline program account. If the issue cannot be resolved, the Points deducted for the Rewards for Miles transaction will be added back to the Customer’s Program account at HSBC Bank.

> Submission of a request to transfer Points to airline miles in Rewards for Miles will constitute complete acknowledgment and acceptance of the terms and conditions associated with participation in Rewards for Miles. In addition, the Customer specifically authorizes HSBC Bank to share only the specific customer information necessary to complete the mileage exchange.

Change of Address

If you wish to make a physical or e-mail address change, you may contact the HSBC Premier Service Center at 888.662.HSBC (4722), or call collect from anywhere in the world at 1.716.841.6866. Or, you may submit the change in writing to: HSBC Premier World Elite Mastercard® Customer Care Department, P.O. Box 9, Buffalo, NY 14240. You must include your HSBC Premier World Elite Mastercard® Account Number and your signature.

Other Important Information

Redemption Options: All redemption options are subject to availability and the rules and restrictions of suppliers. Points may not be combined with discounts, other promotions, or other rewards programs offered by any entity, including airline or credit card programs in the U.S. or abroad. Redemption options may be substituted or discontinued at any time.

HSBC Bank, Program Administrator and the Travel Provider specifically disclaims any liability (whether based in contract, tort, strict liability or otherwise) for any direct, indirect, incidental, consequential, or special damages arising out of or in any way connected with access to or use of the website (even if HSBC Bank, Program Administrator and the Travel Provider has been advised of the possibility of such damages) including liability associated with any viruses which may infect a user’s computer equipment. HSBC Bank, Program Administrator and the Travel Provider does not maintain any control over the manufacturers of awards merchandise, the issuers of gift cards or over the personnel, equipment or operations of any air, water or surface carrier, ship line, transportation company, hotel, restaurant, tour company, or other person or entity providing travel services, general services, gift cards, products or accommodations as an award, or any other supplier, because all suppliers offering products and/or services through the rewards program are independent contractors. Accordingly, HSBC Bank, Program Administrator and the Travel Provider does not make any guarantees, warranties or representations of any kind, expressed or implied, with respect to products, services or merchandise, nor does HSBC Bank, Program Administrator and the Travel Provider accept any liability for any loss, expense, damage or injury incurred as a result of any defect in or failure of such items. HSBC BANK, PROGRAM ADMINISTRATOR and THE TRAVEL PROVIDER SPECIFICALLY DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HSBC Bank, Program Administrator and the Travel Provider shall not be liable for any injury, damage, loss, expense, accident, delay, inconvenience or irregularity which may be caused or contributed to: (1) by any wrongful, negligent or unauthorized act or omission on the part of any supplier of a reward offering; (2) by any defect in or failure of any vehicle, equipment, instrumentality, service, product, or accommodation which is owned, operated, furnished, sold or otherwise used by any such supplier; (3) by any wrongful, negligent or unauthorized act or omission on the part of any other person or entity not under our direct control; (4) the bankruptcy of any air or other travel carrier or any retailer issuing gift cards; and/or (5) by any other cause, condition or event whatsoever beyond our direct control. In no event will HSBC Bank, Program Administrator and the Travel Provider be liable for any punitive, special, indirect, or consequential damages.

Audits: HSBC Bank reserves the right to audit the HSBC Premier World Elite Mastercard® account for compliance with these Program Rules. In the event the audit reveals discrepancies, the processing of Points may be delayed until such discrepancies are resolved.

Changes: HSBC Bank may, from time to time, or at any time, change, add or remove provisions from the Program Rules, restrictions or benefits, or the way Points are reported, in whole or in part, with or without notice to you. Redemption levels and availability are subject to change without prior notice. You understand and accept that we can make changes to what you can get with your Points at any time and availability of any specific items isn’t guaranteed. For current Redemption levels and availability, go to your Personal Internet Banking Account at hsbcpremierusa.com or call the Rewards Department at 888.662.HSBC (4722). You may also request the latest Program Rules by contacting the HSBC Premier Rewards Department at 888.662.HSBC (4722) or by logging into your Personal Internet Banking Account at hsbcpremierusa.com.

Termination: The HSBC Premier World Elite Rewards Program has no predetermined termination date. HSBC Bank may terminate the Program or portions thereof at any time, with or without notice to you. In the event the complete Program is terminated you will be given a reasonable period of time from the date termination is announced to redeem accumulated Points.

HSBC Bank and/or Maritz are responsible for operation and administration of the HSBC Premier World Elite Rewards Program.

Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.
Inquiry hotline
888.662.HSBC (4722)
hsbcpremierusa.com
Important information. Please read and save.
This Guide to Benefits contains detailed information about insurance and other services you can access as a preferred cardholder. This Guide supersedes any guide or program description you may have received earlier.

To file a claim or 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 World Elite Mastercard® card and “Cardholder” refers to a World Elite Mastercard® cardholder.
**Eligible Account** means the account associated with the Cardholder’s U.S. issued credit card, debit card, checking account, line of credit, loan, certificate of deposit or other account that is eligible for coverage under the Group Policy.

**Eligible Cellular Wireless Telephones** means the cellular telephones associated with the primary line and additional or supplemental lines on the Eligible Person’s monthly billing statement from a cellular provider for the billing cycle preceding the month in which the theft or damage occurred.

**Eligible expense(s)** means reasonable and necessary attorney fees or court costs associated in removing any civil suit wrongfully brought against you as a result of identity fraud or any suit brought against you by a creditor or collection agency or other entity for non-payment of goods and/or services as a result of identity fraud, actual U.S. wages lost due to time off relating to efforts in resolving your identity fraud issues, loan applications fees, notarizing affidavits or other similar document cost, long distance telephone cost, and postage cost you may have incurred as a direct result of identity fraud.

**Eligible Person** means a Cardholder who charges his or her monthly bill for an Eligible Cellular Wireless Telephone to his or her Covered Card. No person or entity other than the Eligible Person(s) described shall have any legal or equitable right, remedy or claim for the insurance proceeds arising out of this coverage.

**Evidence of Coverage (EOC)** means the summary of benefits set forth below which describe the terms, conditions, limitations and exclusions of the coverage provided to you at no additional charge under the Group Policy. Representations or promises made by anyone that are not contained in the Group Policy are not part of your coverage. In the event the EOC, Key Terms, or Legal Disclosures of this Guide to Benefits conflict with the provisions of the Group Policy, the terms of the Group Policy govern your coverage.

**Forcible entry** means that access to your hotel or motel room that has been gained by breaking and entering a locked door, window, or any other opening.

**Group Policy** means the Cellular Protection Insurance Policy entered between New Hampshire Insurance Company, an AIG Company, and Mastercard Insurance Master Trust, which is the subject of this Guide to Benefits.

**Identity fraud** means the use of your name, address, Social Security number (SSN), bank, or credit card account number, or other identifying information without your knowledge to commit fraud or deception.

**Loss** means the eligible expenses related to your identity fraud.

**Lost** means luggage (including personal property contained within) that is missing for 10 consecutive days and whose whereabouts are unknown to you or the common carrier.

**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.

**Mysteriously Disappear** means the vanishing of an item in an unexplained manner where there is absence of evidence of a wrongful act by a person or persons.
Non-auction internet advertisements means advertisements posted on the Internet, by a non-Auction Internet merchant with a valid tax identification number. The advertisement must have been posted within sixty (60) days after the date you purchased the product and must be for the identical item (advertisement must verify same manufacturer and model number). The printed version of the Internet advertisement must include the merchant’s internet address and customer service telephone number, as well as the item including manufacturer, model number, sale price and date of publication.

Printed advertisements means advertisements appearing in a newspaper, magazine, store circular, or catalog which state the authorized dealer or store name, item (including make, model number), and sale price. The advertisement must have been published within sixty (60) days after the date you purchased the product and must be for the identical item (advertisement must verify same manufacturer and model number).

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.

Stolen means items that are taken by force and/or under duress or the disappearance of the item from a known place under circumstances that would indicate the probability of theft.

Stolen (Cellular) means taken by force and/or under duress or a loss which involves the disappearance of an Eligible Cellular Wireless Telephone from a known place under circumstances that would indicate the probability of theft and for which a police report was filed within forty-eight hours of the theft.

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.

Boxed

Program Description:
Boxed is an online, wholesale shopping destination where you can stock up on groceries, household items, health supplies, and more in bulk without a membership fee. Place orders through the app or website and get everything delivered right to your door. Cardholders receive 5% Cash Rewards on eligible purchases at Boxed.

Eligibility:
To be eligible for this benefit, you must use a valid World Elite Mastercard issued by a U.S. financial institution.

How to use the Boxed benefit:
1. Create a Boxed account on the Boxed website or mobile app.
2. Use a valid World Elite Mastercard to place an order and you will automatically receive 5% Cash Rewards on eligible products in that order.

Terms and Conditions:

• Full Terms & Conditions for this benefit, including the most up-to-date Terms & Conditions for usage of Wallets (i.e. Apple Pay, Google Pay) are found at www.boxed.com/worldelite. For Full Terms & Conditions, please visit www.boxed.com/terms-conditions/.

• Customers can receive up to $500 in Cash Rewards per year.

• World Elite Mastercard must be used for payment to receive the offer.

• The 5% Cash Rewards offer excludes taxes and governmental fees, discounts on account of any applicable Promotions and/or Promo Codes, the application of any accrued Cash Rewards, shipping charges, and Express delivery charges.

• The 5% Cash Rewards offer is not valid on past purchases, Express orders, Boxed Hotel, gift cards and alcohol products and other items fulfilled by third-parties.

• The 5% Cash Rewards offer cannot be used in conjunction with other Cash Rewards offers from Boxed.

• For any order cancellations, the 5% Cash Rewards earned on those orders will be deducted from the customer’s account.

• Cash Rewards expire twelve (12) months from the date earned unless (i) redeemed in accordance with the redemption rules; or (ii) additional qualified purchases are made prior to the expiration of the Cash Rewards in your account, in which case all unexpired Cash Rewards in your account will be renewed for an additional twelve (12) month period from the date the qualifying renewal activity occurred.

Fandango

Program Description:
Fandango is the movie destination to buy movie tickets and stream at home or on the go with FandangoNOW – available via website, mobile app and supporting devices. Fandango gives movie fans more with its loyalty program, Fandango VIP. You can join for free for great perks and get rewarded for going to the movies. All Fandango VIP members earn 125 Fandango VIP+ points for every ticket they buy. When you rack up 500 points, you receive a $5 reward towards more movies at home or in the theater. World Elite Mastercard cardholders get rewarded even faster and are eligible to earn double the points for the tickets they buy, 250 points per ticket. This means that World Elite cardholders are eligible to earn a $5 reward for every 2 movie tickets purchased on Fandango.

Eligibility:
To be eligible for this benefit, you must use a valid World Elite Mastercard issued by a U.S. financial institution.

How to use the Fandango benefit:
1. Visit www.fandango.com or download the Fandango app from the App Store or Google Play.
2. Create a Fandango VIP account.
3. Search for show times at a movie theater that tickets through Fandango. For a complete list of participating theaters, go to this website: https://www.fandango.com/movie-theaters.
4. When you purchase a movie ticket on Fandango using your World Elite Mastercard and while logged in to your Fandango VIP account, you will receive 250 points. Once you accumulate 500 Fandango VIP+ points, you will receive a reward worth $5 after you see the movie. You can use the $5 for your next movie ticket purchase on Fandango, or to stream movies and TV shows on FandangoNOW.

Terms and Conditions:
• Full Terms & Conditions for this benefit, including the most up-to-date Terms & Conditions for usage of Wallets (i.e. Apple Pay, Google Pay) are found at www.fandango.com/vip+mastercard. For full Fandango Terms & Conditions, please visit www.fandango.com/Terms-and-Policies.
• Movie tickets must be purchased for a movie with a show time starting before 11:59 p.m. PT on the last day of the promotion period.
• When you receive 500 VIP+ Points, you will receive a $5.00 Discount Reward which you will need to convert into a Discount Promo Code for use on a qualifying purchase on www.fandango.com or www.fandangonow.com.
• The $5.00 Discount Reward expires 21 days after it is posted to your Fandango VIP account or 90 days after it is posted to your Fandango VIP account if your World Elite Mastercard is saved to your Fandango VIP account.
• The $5.00 Discount Reward cannot be combined with any other offer, promo code or discount.
• The $5.00 Discount Reward cannot be used to purchase a gift card.
• After applying your $5.00 Discount Reward, any unused balance will automatically expire.
• Void where prohibited.
• Additional taxes may be owed on a rental or purchase price shown for FandangoNOW.

Lyft

Program Description:
Lyft is a rideshare service that matches you with a nearby driver who’ll take you wherever you’re going. You can use the Lyft app to order a ride on demand, or schedule a future ride. You can get $10 in Lyft credit every month when you take 5 rides and pay with your World Elite Mastercard.

Eligibility:
To be eligible for this benefit, you must use a valid World Elite Mastercard issued by a U.S. financial institution.

How to use the Lyft Benefit:
• Download the Lyft app from the App Store, Google Play, Microsoft or Amazon, or get a download link at www.lyft.com/app-sms. If you already have the app, make sure you’re using the latest version.
• Enroll your card for the benefit in the Lyft app. You’ll see a confirmation screen once you’ve successfully enrolled.

• Take 5 Lyft rides within a calendar month, and pay for them with your World Elite Mastercard. To ensure the rides have been charged with your World Elite Mastercard and qualify for the benefit, complete the ride in-app by tapping “Submit” on the Rate + Pay screen.
• Lyft will automatically add $10 in Lyft credit in your account. Track your progress in the Promos section of the Lyft app.

Terms and Conditions:
• See www.lyft.com/Mastercard-world-elite for full terms, including the most up-to-date Terms & Conditions for usage of Wallets (i.e. Apple Pay, Google Pay). Lyft’s Terms of Service apply. Lyft CUPC ID No. TCP0032513 - P
• Enrollees in the Lyft and World Elite Mastercard benefit will receive a $10 Lyft credit (“Credit”) for taking five (5) Lyft rides in a calendar month. Rides must be partially or fully paid for with a World Elite Mastercard credit card. Limit one Credit per month per Lyft account. Credit may take up to 2 days to be applied. Credit expires 30 days after application.

This section intentionally left blank
ShopRunner

Program Description:
ShopRunner is an online shipping service that helps its members save both time and money. ShopRunner members receive unlimited free two-day shipping and free return shipping on purchases at more than 140 online stores, including clothing, shoes, beauty, electronics, home, gifts and more. Retailers include Neiman Marcus, Lord & Taylor, American Eagle, Tory Burch, Calvin Klein, Kate Spade, 1-800-Flowers.com and many more.

Eligibility:
To be eligible for a free ShopRunner membership, you must be a valid World Elite Mastercard cardholder who holds a Mastercard issued by a U.S. financial institution.

How to use the ShopRunner benefit:
- Create a ShopRunner account on the www.shoprunner.com/mastercard website.
- Shop at the participating merchants from the merchant site, from the links on the ShopRunner site, or from the ShopRunner mobile app.
- Once you are logged into your account, the free shipping benefit is applied, provided the item is eligible for free shipping.
- ShopRunner members also enjoy free return shipping on their orders placed with ShopRunner.

Terms and Conditions:
Full Terms & Conditions are found at www.shoprunner.com/terms-conditions/.
- ShopRunner members are entitled to free two-day shipping on all eligible purchases as well as free returns.
- Shipping:
  - Eligible items will ship within 2 business days via shipping partners like UPS and FedEx. ShopRunner only ships to physical addresses in the United States, including, in most cases, Alaska, Hawaii and Puerto Rico, but in some cases, certain regions cannot be reached in two days. Any shipment to a PO Box, APO/FPO/DPO or international address is excluded from the ShopRunner program.
  - Items that are eligible for ShopRunner benefits will be designated on the Retailer’s site. ShopRunner is only available for certain online purchases and certain products on a Retailer’s site, and ShopRunner may not be available on all web browsers (e.g., mobile websites, smart phone mobile or tablet applications). Certain Retailers may require a minimum aggregate order value in order for an order to be eligible for ShopRunner benefits.
- Returns:
  - For returns of eligible items, ShopRunner members must follow the Retailer’s return policies and instructions.
  - In the event that a merchant who participates in the ShopRunner service offers free return shipping, the cardholder will return the ShopRunner eligible item through the merchant’s standard process.

Onefinestay

Program Description:
onefinestay provides access to over 10,000 high-end rental homes around the world. The local guest services team welcomes you at the home and is available 24/7. Each home is stocked with high quality sheets, towels and toiletries. Cardholders receive a 10% discount on all onefinestay bookings. You will also receive free Wifi and a complimentary iPhone, with free local calls and data, to use during your stay.

Eligibility:
To be eligible for the 10% discount, you must be a valid World Elite Mastercard cardholder who holds a Mastercard issued by a U.S. financial institution.

How to use the onefinestay benefit:
- Go online to www.onefinestay.com/mastercard to book directly using a promo code provided by the issuer, or call the Mastercard or issuer’s concierge. The concierge can help provide information on onefinestay and can transfer you to onefinestay for further questions or booking.

Terms and Conditions:
Full Terms & Conditions are found at www.onefinestay.com/terms-conditions/.
- World Elite Mastercards must be used for payment to receive offer.
- Cardholders will be provided with a preliminary invoice at the time of booking and be required to prepay certain amounts related to such booking.
- Any additional services which are requested at the time of the booking may also be included in the preliminary invoice, which is provided before prepayment, and onefinestay reserves the right to demand payment in advance for any additional services used during a booking.
- If a cardholder cancels a booking within 24 hours of receipt of a confirmation of booking, provided they book more than seven days prior to the stay, then they are entitled to a full refund.
- If they cancel a booking more than 14 days prior to commencement of the booking period, then they will be responsible for 50% of the full accommodation fees.
- If they cancel a booking 14 days or less prior to the commencement of the booking period, then they will be responsible for the full accommodation fees for the entirety of the booking period.
• The check-out time at the accommodation is as stated in the booking summary.

**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/](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://mastercardus.idprotectiononline.com/](https://mastercardus.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.

B. The kind of coverage you receive:

• Reimbursement for the actual cost to replace or repair a stolen or damaged Eligible Cellular Wireless Telephone.

• Coverage ends on the earliest of: The date you no longer are a Cardholder; the date the Covered Card is determined to be ineligible by the participating organization; the date the participating organization ceases to pay premium on the Group Policy; the date the participating organization ceases to participate in the Group Policy; the date the Group Policy is terminated.

C. Coverage limitations:

Coverage for a stolen or damaged Eligible Cellular Wireless Telephone is subject to the terms, conditions, exclusions, and limits of liability of this benefit. The maximum liability is $800 per claim for World Elite Mastercard, and $1,000 per Covered Card per 12-month period. Each claim is subject to a $50 deductible. Coverage is limited to two (2) claims per Covered Card per 12-month period.

Coverage is excess of any other applicable insurance or indemnity available to you. Coverage is limited only to those amounts not covered by any other insurance or indemnity. In no event will this coverage apply as contributing insurance. This “noncontribution” clause will take precedence over a similar clause found in other insurance or indemnity language.

D. What is NOT covered:

The following items are excluded from coverage under the Group Policy:

• Eligible Cellular Wireless Telephone accessories other than the standard battery and standard antenna provided by the manufacturer;

• Eligible Cellular Wireless Telephones purchased for resale or for professional or commercial use;

• Eligible Cellular Wireless Telephones that are lost or Mysteriously Disappear;

• Eligible Cellular Wireless Telephones under the care and control of a common carrier, including, but not limited to, the U.S. Postal Service, airplanes or delivery service;

• Eligible Cellular Wireless Telephones stolen from baggage unless hand-carried and under the Eligible Person’s supervision or under the supervision of the Eligible Person’s traveling companion who is previously known to the Eligible Person;

• Eligible Cellular Wireless Telephones stolen from a construction site;

• Eligible Cellular Wireless Telephones which have been rented or leased from a person or company other than a cellular provider;

• Eligible Cellular Wireless Telephones which have been borrowed;

• Eligible Cellular Wireless Telephones that are received as part of a pre-paid plan;

• Cosmetic damage to the Eligible Cellular Wireless Telephone or damage that does not impact the Eligible Cellular Wireless Telephone’s ability to make or receive phone calls (including minor screen cracks and fractures less
than 2 inches in length that do not prevent the ability to make or receive phone calls or to use other features related to making or receiving phone calls);

• ** Damage or theft resulting from abuse, intentional acts, fraud, hostilities of any kind (including, but not limited to, war, invasion, rebellion or insurrection), confiscation by the authorities, risks of contraband, illegal activities, normal wear and tear, flood, earthquake, radioactive contamination, or damage from inherent product defects or vermin;

• ** Damage or theft resulting from mis-delivery or voluntary parting from the Eligible Cellular Wireless Telephone;

• Replacement of Eligible Cellular Wireless Telephone(s) purchased from anyone other than a cellular service provider’s retail or internet store that has the ability to initiate activation with the cellular service provider;

• Taxes, delivery or transportation charges or any fees associated with the service provided; and

• Losses covered under a warranty issued by a manufacturer, distributor or seller.

In addition, we shall not be deemed to provide cover and we shall not be liable to pay any claim or provide any benefit under the **Group Policy** to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose us, our parent company or its ultimate controlling entity to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union or the United States of America.

E. How to file a claim

• Call 1-800-Mastercard or go to www.mycardbenefits.com to open a claim. You must report the claim within 90 days of the loss, or as soon as reasonably possible, or the claim may not be honored. Upon receipt of a notice of claim, we will provide you with the necessary instructions for filing proof of loss. Written proof of loss must be submitted to our Administrator within 120 days of the loss or the claim may not be honored. Required documentation may include but is not limited to the following:

  • Your card statement reflecting the monthly Eligible Cellular Wireless Telephone payments for the month preceding the date the Eligible Cellular Wireless Telephone was stolen or suffered damage;

  • A copy of your current wireless service provider’s billing statement;

  • If a claim is due to damage, a copy of the repair estimate and photos of the damage;

  • If the claim is due to theft, a copy of the police report filed within 48 hours of the theft; and

  • Any other documentation or information reasonably requested by us to support the claim.

Please see the ‘Legal Disclosure’ section for all disclosures for this benefit.

---

**Mastercard Travel & Lifestyle Services**

As a World Elite Mastercard® cardholder, you have access to Mastercard® Travel & Lifestyle Services, a suite of benefits, amenities and upgrades, preferential treatment and premium travel offers from best-in-class travel companies across hotels, air travel, tours, cruises, car rentals and more*. Get the most from all your travels whether you are planning a last-minute getaway or your dream family vacation. As a Mastercard® cardholder, you have access to a lifestyle manager that will help you plan your vacation - complimentary, at your convenience, 24 hours a day, 7 days a week. Plus, take advantage of the Mastercard Lowest Hotel Rate Guarantee** and Mastercard Hotel Stay Guarantee*** which deliver value and peace of mind.

* Travel & Lifestyle Services are provided by Ten Lifestyle Group plc. No travel bookings are being made by Mastercard, nor is Mastercard acting as a travel agency or providing any travel consultation or advice, in connection with Mastercard Travel & Lifestyle Services.

** Mastercard Lowest Hotel Rate Guarantee: If you book a qualifying ‘prepaid hotel rate’ or ‘pay at local hotel rate’ hotel stay through the Mastercard Travel & Lifestyle Services program either online or through an authorized program agent using your Mastercard and then find the same hotel room type, in the same hotel, for the same dates, the same number of children and adults, at a lower price online, before taxes and fees, we’ll refund you the difference. To receive a refund you must submit a claim as described in the Terms & Conditions prior to your stay and at least seventy-two (72) hours before the date of your reservation check-in.

*** Mastercard Hotel Stay Guarantee: The Mastercard Travel & Lifestyle Services Hotel Stay Guarantee is simple – if you book your three star or higher hotel stay through the Mastercard Travel & Lifestyle Services program and you encounter problems with the hotel, contact Ten Lifestyle Group plc, the designated travel agent for the Mastercard Travel & Lifestyle Services program at Toll Free (US) 1 800 336 6420 during your stay and a Ten lifestyle manager will attempt to make it right for the remainder of your stay by working directly with the hotel to try to resolve your issue or will make efforts to find you comparable accommodations.


---

**Concierge Service**

World Elite Mastercard® offers you the Mastercard Concierge Service. Imagine your own Personal Assistant 24 x 7 x 365, where knowledgeable experts can assist with whatever you need, whenever you need it. This takes “Concierge Service” to the next level with robust, personalized features that will save you time and simplify your day, such as:

• Personal Profile to track preferences for travel, hotels, dining, entertainment, special occasions – and even food allergies.

---
• Local experts who can provide on-site assistance with everyday household needs – like being there when the new appliance is delivered, because you can’t be.
• Access to unique dining and entertainment venues to turn a special occasion into a memorable experience.
• Pre-trip planning services, providing you with critical information in advance of your trip including: weather forecast, travel requirements, city-specific news and conditions, safety and security advisory, suggested packing lists, pre-arranged confirmations for dining and other services, top must-see attractions, fitness facilities, jogging paths and recreation within close proximity of your hotel, etc.

Let the Mastercard Concierge assist you today, so you can have your day back! Our experts look forward to assisting you at 1-800-Mastercard.

Costs of any goods or services provided by the concierge will be billed to your World Elite 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 phone 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>06800-12517</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>
</tr>
<tr>
<td>Spain</td>
<td>900-822-756</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 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.

Lounge Key Airport Lounge Access

Description

Airport lounge access provided by Lounge Key is available to all eligible U.S. World Elite Mastercard cardholders. Cardholders can use their U.S. World Elite Mastercard or digital card to access an airport lounge in a seamless way, as follows:

• Eligible cardholders will have lounge membership plus 2 free lounge visits, per account, per year. Additional “pay as you go” lounge visits at $32 per visit, per person.

• Membership to 1000+ Lounge Key lounges in 120+ countries and in over 400 airports regardless of airline, frequent flyer membership or class of ticket.

Lounge Key ensures affluent cardholders have the opportunity to relax, refresh and enhance their airport experience as they wait for their flight.

Detail

Who is Eligible:

U.S. issued World Elite Mastercard cardholders whose issuing bank has completed the enrollment process.

How Lounge Key Works:

1. Before traveling, eligible cardholders can log on to their Lounge Key website or access the Smartphone App and view a list of participating lounges and experiences.

2. Eligible cardholders will enjoy complimentary refreshments, newspapers and television. In addition, there is access to business facilities including phone, fax, conference and Internet facilities (where available).

3. To gain access to the lounges, an eligible cardholder only needs to quote “Lounge Key” at the participating lounge and present their eligible World Elite Mastercard card to the lounge operator, or present their Lounge Access QR Code found in the Lounge Key App.

4. A list of participating lounges can be found and viewed using the Lounge Key website or app.

FAQs can be viewed online at https://www.loungekey.com/en/faq

Contact Lounge Key at https://www.loungekey.com/en/contact-us or +1 469 334 4174 for customer support.

Terms of Use can be viewed online at https://www.loungekey.com/en/terms-of-use

Conditions of Use can be viewed online at https://www.loungekey.com/en/conditions-of-use
Identity Fraud Expense Reimbursement

Evidence of Coverage
Refer to Key Terms for the definitions of you, your, we, us, our, and words that appear in bold and Legal Disclosures.

A. The kind of coverage you receive:
We will reimburse you for losses you incur as a result of identity fraud.
Coverage is secondary to any other applicable insurance or coverage available to you. Coverage is limited to only those amounts not covered by any other insurance or coverage benefit.

B. Coverage limitations:
Coverage is limited to eligible expenses, up to $1,000 per claim, as a result of identity fraud.

C. Where you're covered:
Coverage applies only to losses arising out of an identity fraud occurring within any of the fifty (50) United States of America, Canada, the District of Columbia, American Samoa, Puerto Rico, Guam, and the U.S. Virgin Islands.

D. What is NOT covered:
• An act of fraud, deceit, collusion, dishonesty or criminal act by you or any person acting in concert with you, or by any authorized representative of you, whether acting alone or in collusion with you or others.
• Damages or losses arising out of any business pursuits, loss of profits, business interruption, loss of business information, or other pecuniary loss.
• Damages or losses arising from the theft or unauthorized or illegal use of your business name, d/b/a/ or any other method of identifying your business activity.
• Any lost wages due to sickness or emotional breakdown;
• Damages or losses of any type for which the financial institution is legally liable.
• Damages or losses of any type resulting from fraudulent charges or withdrawal of cash from a debit or credit card.
• Damages or loss of any type resulting from fraudulent withdrawals from financial accounts;
• Indirect or direct damages or losses of any nature.
• Any incident involving a loss or potential loss not notified to the relevant police authority within seventy-two (72) hours from the date you had knowledge of the loss.
• Any costs due to delay in providing services, or damages resulting from any delay in services.
• Losses that were incurred or commenced prior to this coverage being provided to you.
• Fees or costs associated with the use of any investigative agencies or private investigators.
• Any loss that is not a direct result of identity fraud.
• Theft or damages of traveler's checks, tickets of any kind, negotiable instruments, cash or its equivalent, passports, or any documents.
• Authorized charges that you have disputed based on the quality of goods or services.

• Authorized account transactions or trades that you have disputed, or are disputing, based on the execution (or non-execution) of electronic transfers, trades or other verbal or written instructions or directions.

E. What to do if you’re a victim of identity fraud:
• Call 1-800-Mastercard upon discovery of identity fraud to report the incident.
• Contact all major credit bureaus (Experian, Equifax, TransUnion, etc.) immediately after discovery of identity fraud to place a fraud alert on your credit report;
• File a police report in your local jurisdiction;
• File a complaint with the Federal Trade Commission (FTC).
You may be requested to file a report with other agencies as necessary;
• Follow all procedures for recovery and reasonable requests for information and assistance at all institutions affected;
• Maintain a copy of all receipts, bills or other records that support your claim for an Identity Fraud Expense Reimbursement payment. These records shall be kept in such manner that can accurately determine the amount of any loss.
• Take any other reasonable steps available to protect your identity from any further fraudulent use.

F. How to file a claim:
• Call 1-800-Mastercard or go to www.mycardbenefits.com to initiate a claim. You must inform us or our administrator of an identity fraud case no later than sixty (60) from the date of discovery.
• Submit the following documentation within one hundred and eighty (180) days after close of your identify fraud case or the claim may not be honored.
  o Proof that a fraud alert was placed with each major credit bureaus (Experian, Equifax, TransUnion, etc.) immediately after discovery of identity fraud;
  o Copy of a police report from your local jurisdiction;
  o Copy of results of any settlement or denial from credit card companies, banks, creditors, collection agencies, etc. concerning your identity fraud claim.
  o Copy of the complaint filed with the Federal Trade Commission (FTC).
  o Copy of all receipts, bills or other records that support your claim for an Identity Fraud Expense Reimbursement payment.
• Any other documentation that may be reasonably requested by us or our administrator to validate a claim.
Note: Identity Fraud Expense Reimbursement is not available to residents of the state of New York.

Price Protection – 60 Day Coverage

Evidence of 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 purchase the new item entirely with your covered card and/or accumulated points from your covered card for
yourself or to give as a gift.
You must see either a printed advertisement or non-auction Internet advertisement for the same product (advertisement must verify same manufacturer and model number) for a lower price within sixty (60) days from the date of purchase as indicated on your receipt.

B. The kind of coverage you receive:
• Purchases you make entirely with your covered card are covered for sixty (60) days from the date of purchase as indicated on your receipt for the difference between the price you paid and the lower price advertised.
• Items you purchase with your covered 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 including benefits provided by the retailer (including, but not limited to, refunds, exchanges, and store credits). Coverage is limited to only those amounts not covered by any other insurance or coverage, or retailer benefits (including, but not limited to, refunds, exchanges, and store credits).

C. Coverage limitations:
Coverage is limited to the difference between the actual cost of the item (excluding taxes, storage, shipping, and handling costs) and the advertised lower price, up to $250 per claim. There is a maximum of four (4) claim(s) per cardholder account per twelve (12) month period.

D. What is NOT covered:
• Any item purchased from an Internet site whose primary purpose is not the sale of the item or related items.
• Items purchased for resale, rental, professional, or commercial use.
• Jewelry, art, 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.
• Customized/personalized, one-of-a-kind, or special-order items.
• Layaway items; items returned to any store.
• Any items purchased from an auction.
• Items for which the printed advertisement or non-auction Internet advertisement containing the lower price was published after sixty (60) days from the date you purchased the item.
• Items advertised or shown as price quotes, bids or final sale amounts from a non-auction Internet site.
• Items advertised in or as a result of "limited quantity," "going out-of-business sales," "close out," or as "discontinued".
• Printed advertisements or non-auction Internet advertisements that display pricing lower than your purchased item due to rebates, special offerings, bonuses, free items/giveaways, manufacturer’s coupons, or special financing.
• Professional services, including workmanship, installation, professional advice/counseling, and technical support, or help line.
• Plants, shrubs, animals, pets, consumables, and perishables.
• Motorized vehicles, including, but not limited to, automobiles, watercraft/boats, aircraft, and motorcycles, or their motors, equipment, or accessories.
• Land, any buildings (including, but not limited, to homes and dwellings), permanently installed items, fixtures, structures, or home improvement.
• Game animals, pets or specimens preserved for display (e.g., fish, birds, reptiles, or mammals).
• Traveler’s checks, tickets of any kind (e.g., for airlines, sporting events, concerts, or lottery), negotiable instruments, bullion, rare or precious metals, stamps, and coins, currency or its equivalent.
• Differences in price due to sales tax, storage, shipping, handling, postage, transportation, and delivery.
• Differences in price due to foreign exchange rates or fluctuation in foreign exchange rates.

E. How to file a claim:
For a Printed Advertisement:
• 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 incident or the claim may not be honored.
• Submit the following documentation within one hundred and eighty (180) days of the advertisement’s publication:
  o A copy of the printed advertisement that shows the date of the advertisement, retailer name, the product (advertisement must verify same manufacturer and model number), and sale price.
  o Receipt showing the item(s) was purchased.
  o Statement showing item(s) purchased and use of accumulated point.
  o Itemized purchase receipt(s).
• Any other documentation that may be reasonably requested by us or our administrator to validate a claim.

For a Non-Auction Internet Advertisement:
• 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 incident or the claim may not be honored.
• Submit the following documentation within one hundred and eighty (180) days of the advertisement’s publication:
  o A copy of the non-auction advertisement that shows the date of the advertisement, website address, retailer name, the product (advertisement must verify same manufacturer and model number), sale price, and, if applicable, shipping, handling and other charges.
  o Receipt showing the item(s) was purchased.
  o Statement showing item(s) purchased.
  o Itemized purchase receipt(s).
• Any other documentation that may be reasonably requested by us or our administrator to validate a claim.
Extended Warranty – Two Year Benefit

Evidence of 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 purchase the new item entirely with your covered card and/or accumulated points from your covered card for yourself or to give as a gift.
• The item must have an original manufacturer’s (or U.S. store brand) warranty of twenty-four (24) months or less.

B. The kind of coverage you receive:
• Extended Warranty doubles the original manufacturer warranty up to a maximum of twenty-four (24) months on most items you purchase. For products with multiple warranty components, each warranty time period will be extended up to a maximum of twenty-four (24) months. 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, etc.
• If you purchase a service contract or an optional extended warranty of twenty-four (24) months or less on your item, we will cover up to an additional twenty-four (24) months after both the original manufacturer’s (or U.S. store brand) warranty and the purchased service contract or extended warranty coverage period end. If your service contract or extended warranty exceeds twenty-four (24) 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) warranty expires.

C. Coverage limitations:
• The maximum benefit for repair or replacement shall not exceed the actual amount charged on your covered card or $10,000, whichever is less.
• If either the original manufacturer’s (or U.S. store brand) warranty or the service contract covers more than twenty-four (24) months, this benefit will not apply.
• We or our 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.

D. 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 (e.g., glass breakage).
• 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, 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, 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, lightning, 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, illegal activity, or acts.
• Mechanical failures caused by normal wear and tear or gradual deterioration where no failure has occurred.
• Items purchased for resale, professional, or commercial use.
• Mechanical failures caused by lack of maintenance/service.
• Losses caused by power surge, contamination by radioactive or hazardous substances, including mold.
• Physical damage to the item.
• Any exclusion listed in the original manufacturer’s warranty.

E. 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 failure or the claim may not be honored.
• Submit the following documentation within one hundred and eighty (180) days from the date of failure or the claim may not be honored:
  o Receipt showing covered item(s).
  o Statement showing covered item(s).
  o Itemized purchase receipt(s).
  o Original manufacturer’s (or U.S. store brand) 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 by us or our administrator to validate a claim.

**Purchase Assurance**

**Evidence of Coverage**

Pursuant to the below terms and conditions, when an item you bought with your covered card is damaged or stolen within ninety (90) days of purchase, you may be 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 purchase the new item entirely with your covered card and/or accumulated points from your covered card for yourself or to give as a gift.

**B. The kind of coverage you receive:**

- Most items you purchase entirely with your covered card are covered if damaged or stolen for ninety (90) days from the date of purchase as indicated on your covered card's receipt.
- Items you purchase with your covered 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.

**C. Coverage limitations:**

- Coverage is limited to the lesser of the following:
  - The actual cost of the item (excluding delivery and transportation costs).
  - A maximum of $1,000 per loss and a total of $25,000 per cardholder account per twelve (12) month period.
- 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.

**D. What is NOT covered:**

- Items left in public sight, out of arm's reach, lacking care, custody or control by the cardholder.
- Lost items, and 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.
- 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 a 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 (e.g., for airlines, sporting events, concerts, or lottery), negotiable instruments, bullion, rare, or precious metals, stamps, and coins, currency or its equivalent.
- Losses caused by insects, animals, or pets.
- Plants, shrubs, animals, pets, consumables, and perishables.
- Items purchased for resale, rental, professional, or commercial 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, contamination by radioactive or hazardous substances, including mold.
- Direct or indirect **loss** resulting from any Acts of God (including, but not limited to, flood, hurricane, lightning, and earthquake).
- **Losses** caused by liquids, fluids, oils, chemicals, or bodily fluids/excretions.
- Game animals, pets, or specimens preserved for display (e.g., fish, birds, reptiles, or mammals).
- Items **stolen** or **damaged** at a new home construction site.
- Rented, leased, or borrowed items for which you will be held responsible.
- Trip, service, or diagnostic charges in the absence of any covered repairs or verified failure.
- Any shipping charges, transportation and delivery charges, or promised time frames for delivery, whether or not stated or covered by the manufacturer’s warranty.

**C. Coverage limitations:**
Coverage is limited to the actual cost, up to $250 per claim, of replacing, on an emergency basis, any personal articles or business effects contained in your checked baggage. There is a maximum of two (2) claim(s) per twelve (12) month period.

**D. What is NOT covered:**
- Plants, shrubs, animals, consumables, and perishables.
- Art objects, antique items, collectibles of any kind (such as items designed for people to collect or items that over time become collectibles).
- All types of stored data or music (including, but not limited to, computer software, DVDs, video cassettes, CDs, audio cassettes, and film).
- Keys, travelers’ checks, visas, documents of any kind, tickets of any kind (e.g., airlines, sporting events, concerts, or lottery), negotiable instruments, bullion, rare, or precious metals, stamps, and coins, currency or its equivalent.
- Property shipped as freight (including, but not limited to, automobiles and their equipment, motorcycles, gasoline or oils, and electrical free-standing motors).
- Computers, printers, or any computer related equipment.
- Rugs, cameras, radios, CD or DVD player, sporting equipment, cellular phones, or household furniture.
- **Losses** resulting from war or hostilities of any kind (including, but not limited to, invasion, terrorism, rebellion, insurrection, riot, or civil commotion); confiscation, expropriation or detention by any government, public authority, or customs official, illegal activity or acts.
- **Losses** resulting from contamination by radioactive or hazardous substances, including mold.
- Items specifically identified or described in and/or insured under any other insurance or indemnity policy.
- Indirect or direct **damages** resulting from a **loss**.
- Any items not contained in your checked baggage.

**E. 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.
- Submit the following documentation within one hundred and eighty (180) days of the date you report the claim:
  - Repair estimate for **damaged** item(s).
  - Photograph clearly showing **damage**, if applicable.
  - Receipt showing purchase of covered item(s).
  - Statement showing purchase of covered item(s).
  - Report from police listing any 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).
- Any other documentation that may be reasonably requested by us or our **administrator** to validate a claim.

**Baggage Delay**

**Evidence of 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 pay the entire cost of the **common carrier** ticket(s) with your **covered card** and/or accumulated points from your **covered card**.

**B. The kind of coverage you receive:**
- Reimbursement for the actual cost of replacing, on an emergency basis, any personal articles (e.g., clothing, hygiene and/or grooming products) or business effects (e.g., uniforms or general office supplies) contained in your checked baggage, if the checked baggage is delayed in getting to you at your scheduled destination.
- Coverage begins when the baggage is checked in with the **common carrier** by you. This includes curbside check-in with facility-designated personnel.
- Coverage ends when you regain possession of your **checked baggage** from the **common carrier**. This includes curbside checkout with facility-designated personnel.
- Coverage is secondary to any other applicable insurance or coverage available to you including benefits provided by the **common carrier** (including, but not limited to, goodwill payments, refunds, credit/vouchers). Coverage is limited to only those amounts not covered by any other insurance or coverage or **common carrier** benefits (including, but not limited to, goodwill payments, refunds, credit/vouchers).

**E. 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 incident or the claim may not be honored.
- Submit the following documentation within one hundred and eighty (180) days of the date of incident or the claim may not be honored:
  - Receipt showing the purchase of travel tickets.
Boingo Wi-Fi

Eligibility:
Boingo Wi-Fi is being provided at no additional cost to eligible cardholders. Eligible cardholders will need to register by creating a Boingo account. Under selective circumstances, the Boingo Wi-Fi for Mastercard benefit may be made available to certain eligible non-Mastercard cardholders of Mastercard card issuers.

The Wi-Fi network service is provided by Boingo:
By subscribing for this benefit, you acknowledge that Mastercard is neither responsible for nor guarantees the quality, security, coverage or availability of Boingo's network of Wi-Fi hotspots or partners, and you agree that use of the Boingo Wi-Fi network is at your own risk.

Use of the Wi-Fi services is governed by Boingo's terms:
Your use of Boingo's Wi-Fi services is subject to Boingo's customer agreement, end user license agreement and other applicable legal terms and conditions, including Boingo's terms of use, privacy and security policies available at www.boingo.com. You will be given the opportunity to review Boingo's customer agreement, end user license agreement and other applicable legal terms and conditions before you enroll for a Boingo Wi-Fi for Mastercard Cardholders plan.

Limit of 4 Devices:
Eligible cardholders will be permitted to connect up to 4 devices at any time to the Wi-Fi network maintained by Boingo and its partners.

Changes to Boingo's Services & Hotspots:
Available hotspots in Boingo’s network are subject to change at any time. Visit http://wifi.boingo.com for a current listing of hotspots.

Enrollment:
In order to access any Boingo Wi-Fi hotspot for free through the Boingo Wi-Fi Benefit Plan, eligible cardholders will need to first enroll in the program benefit through Boingo and create a new account with Boingo. Enrollment in the Boingo Wi-Fi for Mastercard Cardholders plan is limited to eligible cardholders only. Enrollment may not be available for up to 48 hours for cardholders that received a newly issued card or that have recently had the Boingo Wi-Fi benefit added to their card account. If after 48 hours, you are still unable to enroll, please contact your card issuer.

Do you have an existing Boingo plan?
If you have an existing paid Boingo subscription plan, your existing plan will not be automatically cancelled when you enroll in the Boingo's Mastercard Wi-Fi Benefit Plan. If you would like to cancel your existing paid subscription plan, call Boingo's dedicated Mastercard Wi-Fi benefit line at +1 310-893-0177. For local phone numbers or additional contact methods, visit https://mastercard.boingo.com/contact-us.

Termination and Cancellation:
This benefit is non-transferable and may be terminated for breach of any terms or conditions, as well as for abuse of your Boingo Wi-Fi account. This benefit is subject to change or cancellation without notice.

Hotel/Motel Burglary

Evidence of 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 pay the entire cost of the hotel or motel room with your covered card and/or accumulated points from your covered card.

B. The kind of coverage you receive:
- Reimbursement for the cost of replacing or repairing your item(s) that have been stolen or damaged resulting from a burglary by forcible entry into your hotel or motel room.
- Coverage begins when you check into the hotel or motel.
- Coverage ends when you check out from the hotel or motel. Coverage will not extend beyond the hotel or motel standard check out time.
- Coverage is secondary to any other applicable insurance or coverage available to you including benefits provided by the hotel/motel company (including, but not limited to, goodwill payments, refunds, credit/vouchers).

C. Coverage limitations:
Coverage is limited to only those amounts not covered by any other insurance or coverage, or hotel/motel company benefits (including, but not limited to, goodwill payments, refunds, credit/vouchers).

D. Where you are covered:
Coverage applies worldwide.

E. What is NOT covered:
- Loss resulting from war or hostilities of any kind (including, but not limited to, invasion, terrorism, rebellion, insurrection, riot, or civil commotion); confiscation, expropriation or detention by any government, public authority, or customs official; illegal activity or acts.
- Loss resulting from any dishonest, fraudulent, or criminal act committed or arranged by you.
F. 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 incident or the claim may not be honored.
• Submit the following documentation within one hundred and eighty (180) days of the date of incident or the claim may not be honored:
  o Receipt showing hotel/motel charges.
  o Statement showing hotel/motel charges.
  o **Covered card** travel point program statement showing the hotel or motel room was paid for with redeemed points.
  o Police report from the police and hotel/motel listing the items that were **stolen**.
  o Result of any settlement or denial by the hotel or motel.
  o Copy of initial claim report submitted to the hotel or motel.
  o Proof of ownership of each item **stolen** (i.e. original receipts, pictures, etc.).
• Any other documentation that may be reasonably requested by us or our administrator to validate a claim.

**Evidence of 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 pay the entire cost of the **common carrier** ticket(s) with your **covered card** and/or accumulated points from your **covered card**.

B. The kind of coverage you receive:
• Reimbursement for the actual cost of repairing or replacing your **checked or carry-on luggage** and personal property contained therein that is **lost** or **damaged**.

**Lost or Damaged Luggage**

• **Loss** resulting from contamination by radioactive or hazardous substances, including mold.
• Personal property contained in the hotel or motel safety deposit box.
• Electronic equipment (including but not limited to, laptops, PDAs, video/film cameras, or hearing aids) or sporting equipment.
• Eyeglasses, contact lenses, prosthetic devices, dentures, silverware, furs, household furniture, or documents (including, but not limited to, visas and IDs).
• Plants, shrubs, animals, pets, consumables, and perishables.
• Traveler’s checks, tickets of any kind (e.g., for airlines, sporting events, concerts, or lottery), negotiable instruments, bullion, rare, or precious metals, stamps, and coins, currency or its equivalent.
• Jewelry, art, 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.

C. Coverage limitations:
Coverage is limited to the actual cost, up to $1,500 per incident of repairing or replacing your **checked and/or carry-on luggage** and any personal property contained within. There is a maximum of two (2) claim(s) per twelve (12) month period.

D. Where you are covered:
Coverage applies worldwide.

E. What is NOT covered:
• **Loss** or **damage** of luggage or personal property for regularly scheduled short-distance travel under one hundred (100) miles.
• **Loss** or **damage** resulting from any dishonest, fraudulent, or criminal act committed or arranged by you.
• **Loss** resulting from war or hostilities of any kind (including, but not limited to, invasion, terrorism, rebellion, insurrection, riot, or civil commotion); confiscation, expropriation or detention by any government, public authority, or customs official; illegal activity or acts.
• **Loss** resulting from contamination by radioactive or hazardous substances, including mold.
• Sporting equipment or musical instruments, unless checked in as luggage with the **common carrier** and for which a claim check has been issued.
• Electronic equipment (including, but not limited to, laptops, PDAs, video/film cameras, or hearing aids).
• Eyeglasses, contact lenses, prosthetic devices, dentures, silverware, furs, household furniture, or documents (including, but not limited to, visas and IDs).
• Plants, shrubs, animals, consumables, and perishables.
• Traveler’s checks, tickets of any kind (e.g., for airlines, sporting events, concerts, or lottery), negotiable instruments, bullion, rare, or precious metals, stamps, and coins, currency or its equivalent.
• Jewelry, art, 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.
• Defective material or workmanship, ordinary wear and tear or normal deterioration.
• Loss or damage not reported within the time period required, as stipulated in the claim procedure.
• Loss or damage where the common carrier completely denies a claim for checked and/or carry-on luggage.
• Items excluded under the common carrier’s coverage (except carry-on luggage).
• Loss or damage where the common carrier pays the claim in full or repairs the damage.
• Interest or conversion fees that are charged to your covered card by the financial institution.

F. 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 incident or the claim may not be honored.
• Report within twenty-four (24) hours any loss or damage to the common carrier.
• Submit the following documentation within one hundred and eighty (180) days of the date of incident or the claim may not be honored:
  o Receipt showing the purchase of common carrier tickets.
  o Statement showing the purchase of common carrier tickets.
  o Copy of initial claim report submitted to the common carrier.
  o Covered card travel point program statement showing the common carrier ticket was paid for with redeemed points.
  o Report from police, if applicable.
  o The result of any settlement by the common carrier.
  o Receipts showing that your luggage or personal property has actually been repaired or replaced.
• Any other documentation that may be reasonably requested by us or our administrator to validate a claim.

MasterRental™ Coverage – 31 Day Coverage

Evidence of Coverage
Pursuant to the below terms and conditions, when you rent a vehicle for thirty one (31) 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 thirty one (31) consecutive days. Rental periods that exceed or are intended to exceed thirty one (31) 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.
Coverage is not available in countries where:
- This EOC is prohibited by that country’s law; or
- 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:
- The actual repair amount:
- Wholesale market value less salvage and depreciation;
- The rental agencies purchase invoice less salvage and depreciation; or
- $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 coverage offered by the rental agency.

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.

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.
- 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 thirty one (31) 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.
How to use the Priceless Golf benefit
Mastercard golf benefits are available to all Mastercard cardholders from a variety of golf travel packages at iconic destinations. Discounts on public tee times without booking fees. Choose benefits. Play golf at the TPC course of your dreams. Enjoy one-stop destination for all Mastercard.

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.

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.

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.

Reminder: Please refer to the Legal Disclosure section.

Legal Disclosure
This Guide to Benefits is not, by itself, a policy or contract of insurance or other contract.
Benefits are provided to you, the Cardholder, at no additional charge.

The insurance benefits are provided under the Group Policy issued by New Hampshire Insurance Company, an AIG company. This Guide to Benefits is a summary of benefits provided to you. The attached Key Terms and EOC are governed by the Group Policy.

Effective date of benefits: This Guide to Benefits replaces all prior disclosures, program descriptions, advertising, and brochures by any party. The Policyholder and the insurer reserve the right to change the benefits and features of these programs at any time. Notice will be provided for any changes.

Cancellation: The Policyholder may cancel these benefits at any time or choose not to renew the insurance coverage for all Cardholders. If the Policyholder cancels these benefits, you will be notified in advance. If we terminate, cancel, or choose not to renew the coverage to the Policyholder, you will be notified as soon as is practicable. Insurance benefits will still apply for any eligible coverage that attaches prior to the date of such termination, cancellation, or non-renewal, subject to the terms and conditions of coverage.

Benefits to you: These benefits apply only to Eligible Accounts issued in the United States. The United States is defined as the fifty U.S. states and the District of Columbia. No person or entity other than you 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 of cancellation, termination, or non-renewal, subject to the terms and conditions of coverage.
that your Eligible Account is suspended or cancelled, subject to the terms and conditions of coverage.

Transfer of rights or benefits: The Group Policy is not assignable, but the benefits may be assigned.

Intentional Misrepresentation and Fraud: If any request for benefits made under the Group Policy is determined to be fraudulent, or if any fraudulent means or devices are used by you or anyone qualifying as an insured to obtain benefits under the Group Policy, all benefits will be forfeited. No coverage is provided if you or anyone qualifying as an insured does the following: (1) Conceals or misrepresents any fact upon which we rely, if the concealment or misrepresentation is material and is made with the intent to deceive; or (2) conceals or misrepresents any fact that contributes to the loss.

Due Diligence: You must exercise or perform all vigilant activity, attentiveness, and care that would be exercised or performed by a reasonable and prudent person in the same or similar circumstances to avoid, diminish, or reduce any loss or damage insured under the Group Policy.

Subrogation: If payment is made under these benefits, we are entitled to recover such amounts, to the extent of our payments, from other parties or persons. Any party or person who receives payment under these benefits must transfer to us 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.

Salvage: If an item is not repairable, we may request that you send the item to us for salvage at your expense. Failure to remit the requested item for salvage to us may result in denial of the claim.

Severability of Provisions: If in the future any one or more of the provisions of this Guide to Benefits is, to any extent and for any reason, held to be invalid or unenforceable, then such provision(s) shall be deemed “severable” from the remaining provisions of the Guide. In that event, all other provisions of this Guide shall remain valid and enforceable.

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

This Guide is intended as a summary of services, benefits, and coverages and, in case of a conflict between the Guide and the Group Policy, the Group Policy shall control.

Washington Residents: For Washington residents only, Evidence of Coverage (EOC) means the section of this Guide to Benefits that describes the terms, conditions, and exclusions of your coverage. The EOC, Key Terms, and Legal Disclosures are in 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 part of your coverage. In case of a conflict between this Guide to Benefits and the Group Policy, the Guide to Benefits shall control.