

This coverage and description supersedes any coverage and description you may have received earlier.  
Please read and retain for your records.

Your Visa Card Guide to Benefit



# Purchase Security

Effective 3/1/04 For questions about your balance, call the customer service number on your Visa statement.

## What is Purchase Security Protection?

Purchase Security will replace, repair, or reimburse you up to a maximum of \$500 per claim for eligible items of personal property purchased entirely with your Visa Platinum card for the first 90 days from the date of purchase in the event of theft or damage due to fire, vandalism, accidentally discharged water, or weather.

## Who is eligible for this protection?

To be eligible for this coverage, you must be a valid cardholder of a U.S.-issued Visa Platinum card.

## What is covered?

Your eligible purchases are protected against damage due to all these events:

- Fire, smoke, lightning, explosion, riot, or vandalism.
- Windstorm, hail, rain, sleet, or snow.
- Aircraft, spacecraft, or vehicles.
- Theft (except from autos or other motorized vehicles).
- Accidental discharge of water or steam from household plumbing.
- Sudden accidental damage from electric current (this coverage does not apply to electronic components).

## What is *not* covered?

- Items stolen from automobiles and other vehicles and common carriers.
- Travelers cheques, cash, tickets, and any other negotiable instruments.
- Animals and living plants.
- Perishables; consumables; boats, automobiles, aircraft, and any other motorized vehicles and their motors, equipment, or accessories including trailers and other items that can be towed by or attached to any motorized vehicle; and items under care and control of a common carrier (including airplanes, U.S. Postal Service, or delivery service).
- Jewelry and watches from baggage unless hand-carried and under your personal supervision, or under the supervision of your traveling companion who is previously known to you.
- Real estate and items which are intended to become part of the real estate.
- Broken items, unless damage is the result of a covered occurrence.
- Items purchased for resale, professional, or commercial use.
- Loss to items resulting from abuse, fraud, hostilities of any kind (including war, invasion, rebellion, or insurrection), confiscation by authorities, risks of contraband, illegal activities, normal wear and tear, flood, earthquake, radioactive contamination, or damage from inherent product defects.
- Items damaged as a result of weather other than lightning, wind, hail, rain, sleet, or snow.
- Lost items, misdelivery, or voluntary parting with property.

## Are gifts covered?

Yes, as long as you purchased the gift entirely with your Visa Platinum card and it meets the terms and conditions of the program.

## Are purchases outside the United States covered?

Yes, as long as you purchased the item entirely with your Visa Platinum card and it meets the terms and conditions of the program.

## Do I need to register my purchases?

No. Eligible purchases are automatically covered.

## Do I need to keep copies of receipts or any other records?

Yes. If you want to file a claim, you will need copies of your Visa Platinum card receipt and your store receipt.

## How do I file a claim?

Call the Program Administrator at 1-800-VISA-911 within 60 days of theft or damage. Please note: If you do not give such notice within 60 days after the theft or damage, your claim may be denied. The representative will ask you for some preliminary claim information and will then send you the appropriate claim form.

This claim form must be completed, signed, and returned with all the requested documentation within 90 days from the date of theft or damage. Gift recipients of eligible items may also handle the claim process if you wish. However, a gift recipient must provide all the documents necessary to fully substantiate the claim.

## What documents do I need to submit with my claim?

- Your completed and signed claim form.
- Your Visa Platinum card receipt.
- The itemized store receipt.
- A police record (made within 48 hours of discovery of occurrence in the case of theft or vandalism), fire report, insurance claim, or other report sufficient to determine eligibility for benefits.
- A copy of your insurance declaration page when applicable.
- Documentation (if available) of any other settlement of the loss.
- Any other documentation the Program Administrator may deem necessary to substantiate your claim.

All claims must be fully substantiated as to the time, place, cause, and amount of damage or theft. In most cases, you will be asked to send in, at your expense, the damaged item to substantiate a claim. Retain the item in the event it is requested by the Program Administrator.

## How will I be reimbursed?

Depending on the nature and circumstances of the incident, the insurance provider, at its sole option, may choose to handle your eligible claim in either of two ways:

1. The damaged item (whether wholly or in part) may be repaired or rebuilt, or the stolen or damaged item may be replaced. If this option is chosen, you will usually be notified of the decision within 15 days following receipt of the required proof-of-theft/damage documentation.
2. You may be reimbursed for the eligible item, but not more than the original purchase price of the covered item as recorded on your Visa Platinum card receipt up to a maximum of \$500 per claim occurrence.<sup>^</sup>

Under normal circumstances, reimbursement will take place within five business days of receipt and approval of all required documents.

## Do I have to file with my own insurance company?

Yes. If you have personal (i.e., homeowner's, renter's, or automobile) insurance, you are required to file a claim with your own insurance company and to submit a copy of any claim settlement from your insurance company along with your claim form. In some cases, where the claim amount is within your personal insurance deductible, a copy of your personal insurance policy declaration page may be sufficient at the option of the Program Administrator.

<sup>^</sup>NOTE: Purchase Security provides coverage on an excess insurance basis.

That means it does not duplicate, but pays in excess of, other valid and collectible insurance or indemnity (including but not limited to your homeowner's, renter's, automobile, or employer's insurance policies). After all other insurance or indemnity has been exhausted, Purchase Security will cover the theft or covered damage up to the amount charged to your Visa Platinum Account, and subject to the terms, exclusions, and limits of liability of the policy. Purchase Security will also pay for the outstanding deductible portion of your other insurance or indemnity for eligible claims. The maximum limit of liability is \$500 per claim occurrence, and \$50,000 per cardholder. You will receive no more than the purchase price as recorded on the Visa Platinum card receipt. Where a protected item is part of a pair or set, you will receive no more than the value (as described herein) of the particular parts or parts stolen or damaged regardless of any special value that the item may have as part of such pair or set, nor more than the proportionate part of an aggregate purchase price of such pair or set. Purchase Security does not apply as contributing insurance, and this non-contribution provision shall take precedence over non-contribution provisions found in other insurance or indemnity descriptions, policies, or contracts.