



## NBB Visa Platinum Cards Purchase Protection Guarantee

If an item bought with a NBB Visa Platinum card is stolen or destroyed or damaged by fire or accident within 60 days of purchase, the item will be replaced or repaired or its cost reimbursed.

### Conditions

- Up to \$1,500 per item / \$3,000 per incident; excess \$100
- Claims from a single member must not exceed \$20,000 a year
- Claims made for mandatory insurance in home country may be routed via local Visa telephone helpline
- Claims while abroad for mandatory insurance may be made via the Visa Platinum insurance help line
- Proof of purchase by NBB Visa Platinum card will be needed

Coverage is provided by Visa International's insurance provider and is subject to exclusions and other terms and conditions of the insurance policy. Please see below for detailed terms and conditions.

### Purchase Protection Full policy

#### **PART I. Definitions**

**Covered Purchase** means an item with a purchase price in excess of USD 100 purchased by an Eligible Person and paid for by using an Eligible Account. For a purchase to be considered a Covered Purchase, the entire purchase amount for the item must have been made through the Eligible Account.

**Due Diligence** means the performance of all vigilant activity, attentiveness and care that would be taken by a reasonable and prudent person in the same or similar circumstances in order to guard and protect a Covered Purchase from loss, theft or damage.

**Eligible Account** means all Visa Platinum credit card accounts held by an Eligible Person.

**Eligible Person** means certain Visa CEMEA customers over the age of 18 and issued with a Visa CEMEA Visa Platinum card.

**Insurer** means White Horse Insurance Ireland Ltd

**Issuing Member** means any Visa CEMEA member bank which issues Visa Platinum cards.

**Master Policyholder** means Visa CEMEA

**Mysterious Disappearance** means the vanishing of a purchased item in an unexplained manner where there is an absence of evidence of a wrongful act by a person or persons.

**Stolen** means a loss which involves the disappearance of a Covered Purchase from a known place under the circumstances that would indicate the probability of theft.

#### **PART II. Individual Termination**

An Eligible Person's coverage shall terminate on the earliest of 1) the date the Eligible Person is no longer eligible to participate; or, 2) the date the Eligible Account is defined as ineligible by the Issuing Member; due to closure or the account being out of order, or, 3) the date this Policy is terminated due to the expiry or termination of the Master Policy between the Insurer and the Master Policyholder.

#### **PART III. Description of Coverage**

If a Covered Purchase, or a Covered Purchase given as a gift, is Stolen or damaged, benefits will be paid subject to the terms and conditions of this Evidence of Insurance.

#### **Purchase Protection**

Valuation, up to the amounts described in the Cover Limits set out below.

Purchase Protection: Scope of Coverage.

Loss must occur within a) 60 Domestic days and b) 60 International Overseas days of the date of the Covered Purchase. No registration of the Covered Purchase is necessary.

Coverage is excess of USD 100.00 each and every occurrence or any other applicable insurance or indemnity the Eligible Person may have. Coverage is limited only to those amounts not covered by any other insurance or indemnity, up to the original purchase amount. In no event will this coverage apply as contributing insurance. This insurance is excess of all other valid and collectable insurance clauses found in other insurance or indemnity language.

#### **Valuation**

The Insurers shall be liable for the lesser of the following amounts:

- The amount of the Covered Purchase indicated on the Eligible Account; or
- The actual cost to repair or replace the Covered Purchase with an item of like, kind and quality.

With respect to Covered Purchase which consist of articles in a pair or set, the Insurer's liability shall be limited to the cost of any particular part(s) which may be Stolen or damaged, unless the articles are unusable individually and cannot be replaced individually; provided, however, liability for items of jewellery or fine arts consisting of articles in a pair, set or collection will not be more than that cost of any particular parts which may be lost or damaged without reference to any special value which such article or articles may have as part of such pair, set or collection.



**COVER FOR VISA PLATINUM**

Any one item USD 1,500

Any one occurrence USD 3,000 (each and every card)

In the aggregate USD 20,000

**Subject always** to a maximum liability of USD 1,000,000 for all claims by Eligible Persons under both Extended Warranty and Purchase Protection in any one insurance year of this Policy.

**PART IV. Exclusions**

Covered Purchases do not include:

- Boats;
- Motorized vehicles (including but not limited to aeroplanes, automobiles and motorcycles) or their motors, equipment and accessories (including but not limited to communication devices intended solely for use in the vehicle);
- Land or buildings (including but not limited to homes and dwellings);
- Travelers cheques, tickets of any kind, negotiable instruments, bullion, rare or precious coins, cash or its equivalent;
- Plants or animals;
- Consumables and perishables;
- Items which the Eligible Person damages through alteration (including cutting, sawing or shaping); or
- Services (including but not limited to the performance or rendering of labour or maintenance, repair or installation of products, goods, property or professional advices of any kind).
- Theft of, or damage to, jewellery, cameras or video recording equipment contained in baggage is not covered unless carried by the Eligible Person by hand or under the personal supervision of the Eligible Person or the Eligible Person's travelling companion previously known to the Eligible Person.

Coverage is not provided for theft or damage caused by fraud, abuse, wear and tear, gradual deterioration, moths, vermin, inherent product defects, war or hostilities of any kind (including but not limited to invasion, rebellion or insurrection); any weapon of war employing atomic fission or radioactive force, whether in time of peace or war and nuclear reaction or nuclear radiation or radioactive contamination, all whether controlled or uncontrolled, and whether such loss be direct or indirect, proximate or remote, or be in whole or in part caused by, contributed to or aggravated by the perils insured against in this Policy; confiscation by any government, public authority or customs official; risks of contraband, losses arising from illegal activity or acts; act of God (including but not limited to flood, hurricane and earthquake); Mysterious Disappearance; property while in the care, custody or control of any common carrier.

Coverage is not provided for loss or damage when the Eligible Person fails to exercise Due Diligence to avoid or diminish loss or damage to Covered Purchases.

Items Stolen from public places are not covered unless they are locked wherever and whenever circumstances permit. Stolen items are not covered unless they are reported as Stolen, within 36 hours, to the police or an appropriate authority where the incident took place.

Lost items and items Stolen from unattended vehicles are not covered. Any additional exclusions are indicated in the Policy Summary.

**PART V. Terms and Conditions**

The coverage provided by this Policy is subject to the following terms and conditions:

**A. Notification of Claims**

If any covered loss occurs, notice must be provided to the Insurer within 45 days of the date that the incident occurred.

Failure to give notice within 45 days from the date of the incident will result in a denial of the claim.

The Eligible Person shall take all reasonable measures to protect, save and/or recover the property.

**B. Claims Forms**

The Insurer or its authorized agent, upon receipt of a notice of claim, will furnish to the Eligible Person the necessary forms for filing proof of loss.

**C. Proof of Loss**

Written proof of loss including any required information necessary to support a claim must be furnished to the Insurer or its authorized agent at its said location within ninety (90) days after the date of the incident. The Policy will only pay claims that are completely substantiated in the manner requested within twelve (12) months after the incident date. The Eligible Person must complete the claim form and attach all requested documentation, including a legible copy of the charge card transaction slip and/or the merchant receipt and police report or other proof of loss.

**D. Time of Payment of Claims**

Benefits payable under this Policy for any loss will be paid upon receipt of the written proof of such loss and all required information necessary to support the claim. The Insurer may in any claim for damage recoverable here under, require the Eligible Person to send the damaged item to an address designated by the Insurer at the Eligible Person's expense.

**E. Payment of Claims**



All Benefits payable will be paid to the Eligible Person or, in the case of death, to the Eligible Person's estate.

**F. Misrepresentation and Fraud**

Coverage as to an Eligible Person shall be void if, whether before or after a loss, the Eligible Person has concealed or misrepresented any material fact or circumstances concerning this insurance or the subject thereof, or the interest of the Eligible Person therein, or if the Eligible Person commits fraud or false swearing in connection with any of the foregoing.

**G. The Insurers Right to Recover From Others**

If the Insurer makes payments, it is entitled to recover such amounts from other parties or persons.

Any party or person to or for whom the Insurer makes payment must transfer to us his or her rights of recovery against any other party or person. The party or person transferring such must do everything necessary to secure these rights and must do nothing that would jeopardise them.

**H. Legal Actions**

No Action at law or in equity shall be brought to recover on this Policy prior to the expiration of 60 days after written proof of loss has been furnished in accordance with the requirements of this Policy.

**I. Conformity with State Statutes**

Any provision of this Policy which, on its effective date, is in conflict with the statutes of the state in which this Policy was delivered or issue for delivery is hereby amended to conform to the minimum requirements of such statutes.

