

# Beyond One Visa of FirstBank

## Basic Benefits

Visa is not an insurance company. The insurance coverages are provided to the eligible Visa cardholders by a Member Company of AIG Insurance Company underwriting the Insurance coverage, and/or corresponding Reinsurer, if applicable, in the country where Visa has bound these coverages. The insurance company is the one to decide on the coverage and payment of claims based on the documentation submitted and the terms and conditions of the coverage. Visa does not intervene with these decisions. This document is a description of the benefits and does not constitute an insurance policy. The insurance is subject to the general terms and conditions, limitations and exclusions of the policy contracted by Visa, and the coverages are subject to changes or cancellation of the general terms and conditions of the insurance.

**F03-P809-7 -0121**

### Purchase Protection

Visa Cardholders can benefit from the security and safety offered through Visa Purchase Protection. If something you bought with your eligible Visa card is accidentally damaged or Stolen within 180 days from the date of purchase, you are protected.

Coverage is limited to the cost of the item (excluding delivery and transportation costs) up to a maximum amount per Cardholder account per twelve-month period.

Coverage is secondary. If you or the recipient of the gift have any other insurance that would cover the eligible purchases (such as homeowner's, renter's, or auto insurance), the Visa Purchase Protection will pay the amount not covered by your primary insurance up to the amount you paid for the item with your card, subject to the limits expressed below.

Coverage for items that are made up of a pair or set will be limited to the cost of any particular part or parts. However, if the articles cannot be used, replaced, or repaired individually, the value of the pair or set will be covered. Coverage for Stolen or accidentally damaged jewelry or fine art will be limited to the cost of the particular part or parts, regardless of any special value the article(s) may have had as part of a set or collection.

#### What do I need to be covered?

- The purchase must have been made entirely with your card, for yourself or as gifts with the exception of the items listed below.
- Purchase registration is not required to be eligible for this coverage.

#### What is covered?

Any items the Insured Person buys entirely with the eligible Visa card, except the ones specified below are covered for a full 180 days from the date of purchase indicated on the credit card statement.

#### Relevant definitions

**Cardholder:** Means an individual with an open Eligible card account in good standing.

**Covered Purchase:** An item Cardholder purchase and paid for by using Cardholder Eligible Card, after the effective date of this coverage and subject to the terms of this coverage. For a purchase to be considered a Covered Purchase, the entire amount for the item must have been made through the Cardholder Eligible Card. No registration of the Covered Purchase is necessary. Covered Purchases given as gifts are covered.

**Due Diligence:** 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.

**Mysterious disappearance:** means the vanishing of an item in an unexplained manner when there is an absence of evidence of a wrongful act by a person or persons.

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

#### What is not covered?

- Lost items or items that mysteriously disappear are not covered.
- Items lost, Stolen, or damaged, miss-delivered, while under the care and control of a third party or common carrier (including but not limited to airlines, the Postal Service, or other delivery services).
- Losses due to normal wear and tear, misuse, fraud, gradual deterioration and/or abuse; inherent product defects.
- Items that you damage through alteration (including cutting, sawing, shaping).

- Used, antique, collectibles of any kind or items with monetary value including but not limited to traveler's checks, tickets of any kind, bullion, rare or precious coins, philatelic and numismatic property; cash or its equivalent, previously owned, rebuilt, remanufactured, Motorized vehicles and watercraft, aircraft, and motorcycles or their motors, equipment, or accessories.
- Damage caused by vermin.
- Plants, animals, consumables, and perishables.
- Products purchased for resale, commercial use; coverage is provided if your purchase is done for your individual professional use.
- Theft of, or damage to, jewelry, cameras or video recording equipment contained in baggage is not covered unless carried by hand by Cardholder, under Cardholder personal supervision or the supervision of Cardholder traveling companion (someone previously known to Cardholder).
- Loss resulting from confiscation by any government, public authority or customs official.
- Loss resulting from Cardholder failure to exercise Due Diligence to avoid or diminish loss or damage

#### Benefit amount for consumer products

#### Optional Benefits / Benefit Amount as decided by the issuer bank

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| Visa Classic | • Coverage is limited to the cost of the item up to USD 500 per account per 12 month period |
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#### How is the claim submitted?

The cardholder can open a claim using the Visa Benefits Portal: [www.visa.com/benefitsportal](http://www.visa.com/benefitsportal)

- Once in the landing page of the Benefits' Portal, please click on "Login" or "Enroll"
- Click on "Claims"
- Click on "Create Claim"
- Choose a Product from the drop down menu
- Choose the benefit you need to file a Claim for and agree to all terms and conditions
- Complete all requested information and click on "Save". This step creates the claim case number.
- Attach all required documents
- Click on "Submit"

In case you have any questions or doubts on any step of the process, contact us via Chat.

#### Claim documentation

- Your Visa card account statement showing the purchase claimed.
- Purchase itemized invoice.
- In case of:
  - Theft: a report from the police or the appropriate official authority in the location where the incident occurred, filed within 48 hours of the incident.
  - Damage: copy of repair estimate or repair bill.
- Wire form.
- Copy of national identity document.
- Additional information may be required.

#### Notes

- Cardholder must report any claim within 90 days of the incident.
- The Cardholder is the only person allowed to open a claim.

If you need to submit a claim or have questions regarding this program, contact the Claims administrator, 24 hours a day, 365 days a year by contacting the customer service telephone number on the back of your Visa card.

Indemnity or reimbursement payments will be made in national currency and in a single installment, using the exchange rate indicated in the credit card statement, presented by the cardholder, as proof of expenses or purchase, if applicable. Otherwise, the exchange rate will be applied as disclosed by the Central Bank or corresponding entity, on the date the Insured made the payment to the service provider or made his/her purchases in cash.

If the Cardholder makes any claim knowing it to be false or fraudulent in any respect, he or she will no longer be entitled to the benefits of this protection, nor to the payment of any claim made under this policy.

**General exclusion**

Member Companies of AIG Insurance Company and/or corresponding Reinsurer, if applicable, will not be liable to provide any coverage or make any payment hereunder if to do so would be in violation of any sanctions law or regulation which would expose Member Companies of AIG Insurance Company and/or corresponding Reinsurer, if applicable, its parent company or its ultimate controlling entity to any penalty under any sanctions law or regulation.

**General program provisions**

This description of coverage is not a contract of insurance or a policy and is intended to be a general informative statement of the coverage made available by Visa International Service Association throughout the Latin America and Caribbean Region and is updated to January 2021. Cardholders should consult their issuer to verify that coverage applies to their Visa card.

These benefits only apply to Visa cards with international use capability. This policy is on file at the offices of Visa International Service Association.

Insurance coverage is underwritten by approved Member Companies of AIG Insurance Company and/or corresponding Reinsurer, if applicable. Complete provisions pertaining to these plans of insurance are contained in the Master Policy(ies) on file with the Plan Administrator, Affinity Insurance Services, Inc., on behalf of Visa International Service Association in Miami, FL, USA. In the event of any discrepancy between the Master Policy(ies) and the description of the program, the policy will govern.

This insurance is subject to the terms and conditions described herein and includes certain restrictions, limitations and exclusions. AIG, and/or any corresponding Reinsurer, if applicable, will not be liable to provide any coverage or make any payment hereunder if to do so would be in violation of any sanctions law or regulation such as, but not limited to, the sanctions administered and enforced by the Office of Foreign Assets Control (OFAC) of the U.S. Treasury Department, which would expose AIG, and/or any corresponding Reinsurer if applicable, its parent company or its ultimate controlling entity, to any penalty under any sanctions law or regulation.

Benefit amounts are identified in US Dollars. Payment of claims will be made in local currency where required by law, with the official Foreign Exchange Rate published on the date the claim is paid.

If the Cardholder makes any claim knowing it to be false or fraudulent in any respect, he or she will no longer be entitled to the benefits of this protection, nor to the payment of any claim made under this policy.

**PLEASE NOTE:** The benefits described in this document do not apply to Brazil issued cards. For Latin American and Caribbean International Visa Cards, please check with your bank to verify what coverage applies to your Visa Card.

**DISCLAIMER:** The information contained herein is intended solely for informational purposes. It does not provide a complete description of all terms, conditions, limitations, exclusions, or other provisions of any program or insurance benefits provided by, or for, or issued to Visa International Service Association.

**Si desea recibir la versión en español de este folleto, favor de llamar a Servicio al Cliente al: 1-855-701-2265.**

Whenever you need emergency service or answers, call the **Benefit Administrator**, 24 hours a day, 365 days a year.  
For calls outside the United States, call collect at 410-581-9994.

**1-800-VISA-911**  
(1-800-847-2911)

