YOUR GUIDE TO CARD BENEFITS

Visa Commercial Card

Travel and Emergency Assistance Services

What is this benefit?
This benefit offers services designed to help you in case of an emergency while traveling. The Benefit Administrator can connect you with the appropriate local emergency and assistance resources available when you are away from home, 24 hours a day, 365 days a year. (Please keep in mind that, due to occasional issues such as distance, location, or time, neither the Benefit Administrator nor its service providers can be responsible for the availability, use, cost, or results of any medical, legal, transportation, or other services.)

Who is eligible for this benefit?
You are eligible if you are a valid cardholder of an eligible Visa Commercial card issued in the United States. Your immediate family members and business associates may all benefit from these special services.

How do I use these services when I need them?
Simply call the toll-free, 24-hour Benefit Administrator line at 1-800-VISA-911. If you are outside the United States, call collect at 303-967-1096.

Is there a charge for these services?
No. Travel and Emergency Assistance Services are available to eligible Visa Commercial cardholders at no additional charge.

Please Note: Travel and Emergency Assistance Services provide assistance and referral only. You are responsible for the cost of any actual medical, legal, transportation, cash advance, or other services or goods provided.

What are the specific services and how can they help me?
• Emergency Message Service can record and relay emergency messages for travelers, their immediate family members, or business associates. Please Note: The Benefit Administrator will use reasonable efforts to relay emergency messages in accordance with benefit guidelines and limitations, but cannot take responsibility for the failure to transmit any message successfully.
• Medical Referral Assistance provides medical referral, monitoring, and follow-up. The Benefit Administrator can give you names of local English-speaking doctors, dentists, and hospitals; assign a doctor to consult by phone with local medical personnel, if necessary, to monitor your condition; keep in contact with your family, and provide continuing liaison; and help you arrange medical payments from your Visa or personal account. Please Note: All costs are your responsibility.
• Legal Referral Assistance can arrange contact with English-speaking attorneys and U.S. embassies and consulates if you’re detained by local authorities, have a car accident, or need legal assistance. In addition, the Benefit Administrator can coordinate bail payment through a transfer of funds from your Visa or personal account. The Benefit Administrator can also follow up to make sure bail has been properly handled. Please Note: All costs are your responsibility. • Emergency Transportation Assistance can help you make all the necessary arrangements for emergency transportation home or to the nearest medical facility. This includes arranging to bring your business associates home and helping you stay in contact with family members or employers during the emergency. In the case of a death, the Benefit Administrator can make arrangements to repatriate the remains. Please Note: All costs are your responsibility.
• Emergency Ticket Replacement helps you through your carrier’s lost ticket reimbursement process and assists in the delivery of a replacement ticket to you should you lose your ticket. Please Note: All costs are your responsibility.
• Lost Luggage Locator Service can help you through the common carrier’s claim procedures or can arrange shipment of replacement items if an airline or common carrier loses your checked luggage. The Benefit Administrator can also arrange a cash advance with your issuing bank. Please Note: You are responsible for the cost of any replacement items shipped to you.
• Emergency Translation Service provides telephone assistance in all major languages and helps find local interpreters, if available, when you need more extensive assistance. Please Note: All costs are your responsibility.
• Prescription Assistance and Valuable Document Delivery Arrangements can help you fill or replace prescriptions, subject to local laws, and can arrange pickup and delivery of prescriptions filled for you at local pharmacies. It can also help transport critical documents that you may have left at your business or elsewhere. Please Note: All costs are your responsibility.
• Pre-Trip Assistance can give you information on your destination before you leave—such as ATM locations, currency exchange rates, weather reports, health precautions, necessary immunizations, and required passport visas.

For more information about the benefits described in this guide, call the Benefit Administrator at 1-800-VISA-911 (1-800-847-2911), or call collect outside the U.S. at 303-967-1096.

Please Note: In this document, “Visa card” refers to Visa Corporate, Visa Fleet, Visa Meetings, Visa Purchasing, or any combination of these products (Visa Commercial).

Please read and retain for your records.
Auto Rental Collision Damage Waiver

What is the Auto Rental Collision Damage Waiver ("Auto Rental CDW") benefit? The Auto Rental CDW benefit offers coverage for automobile rentals made with your Visa Commercial card. The benefit provides reimbursement (subject to the terms and conditions) for damage due to collision or theft up to the actual cash value of most rental vehicles.

Who is eligible for this benefit? You are eligible if your name is embossed on an eligible Visa Commercial card issued in the United States or if you are authorized by your company to rent an eligible vehicle using the company’s eligible Visa account, as long as the rental is purchased entirely with the Visa account (“Authorized User”). Only you, as the primary renter of the vehicle, and any additional drivers permitted by the auto rental agreement are covered.

What losses are covered? Covered losses are those due to theft or collision that occurs while the rental vehicle is in the control of the person authorized by the rental agreement to operate the vehicle. Coverage ends when the auto rental company re- assumes control of the vehicle.

Covered losses include:
- Physical damage and/or theft of the covered rental vehicle
- Valid loss-of-use charges from the auto rental company
- Reasonable and customary charges to tow the vehicle to the nearest qualified repair facility

Please Note: This benefit only covers vehicle rental periods that do not exceed or are not intended to exceed thirty-one (31) consecutive days.

How does this coverage work with other insurance? If the vehicle rental is for commercial and/or business purposes, your Auto Rental CDW benefit acts as primary coverage, and you may be reimbursed for up to the actual cash value of the vehicle. If the vehicle rental is for personal reasons, this benefit is secondary coverage, supplemental to your personal automobile insurance; meaning you may only be reimbursed for the amount of your personal insurance deductible or other charges, including valid administrative and loss-of-use charges not covered under your personal insurance policy.

What types of rental vehicles are not covered? Though most private passenger automobiles, minivans, and sport utility vehicles are eligible for coverage, the following vehicles are not covered: expensive, exotic, and antique automobiles; certain vans; vehicles that have an open cargo bed; trucks; motorcycles; mopeds, and motorbikes; and limousines and recreational vehicles.

Examples of excluded expensive or exotic automobiles include: the Aston Martin, Bentley, Brinklin, Daimler, Delorean, Excalibur, Ferrari, Jensen, Lamborghini, Lotus, Maserati, and Rolls Royce. However, selected models of BMW, Mercedes-Benz, Cadillac, and Lincoln are covered.

An antique automobile is defined as any vehicle over twenty (20) years old or any vehicle that has not been manufactured for ten (10) years or more.

Vans are not covered, with the exception of those manufactured and designed specifically as small group transportation vehicles (for a maximum of eight (8) people, including the driver).

For questions about a specific vehicle, call the Benefit Administrator at 1-800- VISA-911. Outside the United States, call collect at 303-967-1096.

What else is not covered? Any obligations you assume under an agreement with another party that relates to the auto rental (e.g., agreements with your employer, the auto rental company, your personal insurance carrier, etc.)

Auto Rental Collision Damage Waiver (Cont.)

• Any violation of the auto rental agreement or this benefit
• Injury of anyone, or damage to anything inside or outside the rental vehicle
• Loss or theft of personal belongings
• Personal liability
• Expenses assumed, waived, or paid by the auto rental company or its insurer
• Cost of any insurance or collision damage waiver offered by or purchased through the auto rental company
• Expenses reimbursable by your insurer, employer, or employer’s insurance
• Depreciation of the rental vehicle caused by the incident, including but not limited to, “diminished value”
• Theft or damage due to intentional acts, or due to the driver(s) being under the influence of alcohol, intoxicants, or drugs, or due to contributable or illegal activities
• Wear and tear, gradual deterioration, or mechanical breakdown
• Items not installed by the original manufacturer
• Damage due to off-road operation of the rental vehicle
• Theft or damage due to hostility of any kind (including, but not limited to, war, invasion, rebellion, insurrection, or terrorist activities)
• Confiscation by authorities
• Vehicles that do not meet the definition of covered vehicles
• Rental periods that either exceed or are intended to exceed thirty-one (31) consecutive days
• Leases and mini leases
• Theft or damage as a result of the authorized driver’s and/or cardholder’s lack of reasonable care in protecting the rental vehicle before and/or after damage occurs (for example, leaving the vehicle running while unattended)
• Theft or damage reported more than forty-five (45) days* from the date of the incident
• Theft or damage for which a claim form has not been received within ninety (90) days* from the date of the incident
• Theft or damage for which all required documentation has not been received within three hundred and sixty-five (365) days from the date of the incident
• Theft or damage from rental transactions that originated in Israel, Jamaica, the Republic of Ireland, or Northern Ireland

Where am I covered? This benefit is available in the United States and most foreign countries. However, no benefit is provided for motor vehicles rented in Israel, Jamaica, the Republic of Ireland, or Northern Ireland. Coverage is also unavailable where prohibited by law, by individual merchants or when you are in violation of the territory terms of the auto rental agreement. If any regulations vary outside the United States, it is recommended you check with your auto rental company and the Benefit Administrator before you travel to make sure Auto Rental CDW will apply.

How do I make sure my Auto Rental CDW benefit is in effect? To be sure you are covered, take the following steps when you rent a vehicle:
- Initiate and complete the entire rental transaction with your eligible Visa Commercial card.
- Decline the auto rental company’s collision damage waiver (CDW/LDW) option or similar provision if offered to you.
- Any written confirmation from your employer that the rental was for business purposes
- If the rental was for personal reasons, encode a statement from your employer showing the costs for which you are responsible and any amounts that have been paid toward the claim. If you have no applicable insurance or reimbursement, a notarized statement of no insurance or reimbursement is required.
- A copy of the Declarations Page from your primary automobile insurance carrier if the rental was for personal reasons. “Declarations Page” means the documents(s) in your insurance policy that lists insurances, coverages, limits, effective dates and deductibles.
- Any other documentation requested by the Benefit Administrator to substantiate the claim

Please Note: All reimbursement documents must be postmarked within three hundred and sixty-five (365) days of the date of theft or damage. If you have difficulty obtaining the required documents within ninety (90) days* of the date of theft or damage, submit the claim form with available documentation.

Do I have to do anything else? Usually there is nothing else you need to do. Typically, claims are finalized within fifteen (15) days after the Auto Rental CDW Benefit Administrator has received all documentation necessary to substantiate your claim.

After the Benefit Administrator has paid your claim, all your rights and remedies against any party in respect of this theft or damage with the Benefit Administrator to the extent of the cost of payment made to you. You must give the Benefit Administrator all assistance as may reasonably be necessary to secure all rights and remedies.

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Auto Rental Collision Damage Waiver

- This benefit is provided to eligible Authorized Users and/or Visa cardholders as noted below. The terms and conditions contained in this Guide to Benefits may be modified by subsequent endorsements. Modifications to the terms and conditions may be provided via additional Guide to Benefits mailings, statement inserts, or statement messages. The benefit described in this Guide to Benefits will not apply to Authorized Users and/or Visa cardholders whose accounts have been suspended or canceled.

* Not applicable to residents of certain states.

For faster filing, or to learn more about Visa Auto Rental CDW, go to www.visa.com/eclaims.

What do I need from the auto rental company in order to file a claim? At the time of the theft or damage, or when you return the rental vehicle, immediately ask the auto rental company for:
- A copy of the accident report form and claim document, which should indicate the costs you are responsible for and any amounts that have been paid toward the claim.
- A copy of the initial and final auto rental agreement(s)
- A copy of the repair estimate and itemized repair bill
- Two (2) photographs of the damaged vehicle, if available
- A police report, if obtainable

What other documents do I submit to the Benefit Administrator? You must give the Benefit Administrator all assistance as may reasonably be necessary to secure all rights and remedies.

- The completed and signed Auto Rental CDW claim form. Please Note: Your completed claim form must be postmarked within ninety (90) days* of the date of theft or damage, even if all other required documentation is not yet available, or your benefits may be canceled. If the claim is not made on a claim that is not completely substantiated in the manner required by the Benefit Administrator by the date of the incident/incurrence.
- No legal action for a claim may be brought against the Provider until sixty (60) days after the Provider receives Proof of Loss. After the expiration of thirty (30) days from the time the Proof of Loss is provided to you, you may seek a court order to compel the Provider to recover on this benefit. Further, no legal action may be brought against the Provider unless all the terms of this Guide to Benefits have been complied with fully.
- This benefit is provided to eligible Authorized Users and/or Visa cardholders as noted above. The terms and conditions contained in this Guide to Benefits may be modified by subsequent endorsements. Modifications to the terms and conditions may be provided via additional Guide to Benefits mailings, statement inserts, or statement messages. The benefit described in this Guide to Benefits will not apply to Authorized Users and/or Visa cardholders whose accounts have been suspended or canceled.

* Any other documentation requested by the Benefit Administrator to substantiate the claim.

Additional Provisions for Auto Rental CDW

You must make every effort that would be made by a reasonable and prudent person to prevent the rental vehicle from theft or damage. This provision will not be unreasonably applied to any member of your family. You may make any claim knowing it to be false or fraudulent in any respect, including, but not limited to, the cost of repair services, and no coverage shall exist for such claim, and your benefits will be terminated. Each Authorized User and/or Visa cardholder agrees to help us in the detection of theft or damage, to cooperate in the claims process, and to report any claims timely.

If you are not an Authorized User and/or Visa cardholder, your liability is limited to the cost of payment made to you. You must give the Benefit Administrator all assistance as may reasonably be necessary to secure all rights and remedies.

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