

# Insurance and Benefits Guide

## PREMIA® Business Rewards Max

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Welcome to the world of insurance and travel benefits offered by your **Visa PREMIA® Business Rewards Max**.

### CONVENIENCE

- Global acceptance in millions of merchants around the world.
- Access to cash advances through participating automatic teller machines.
- Local service 24 hours, 7 days a week.
- Save time managing your account online with the new Commercial Credit Card Manager platform.

### COMMERCIAL CREDIT CARD MANAGER

- View current activity and download transactions.
- Make payments to the commercial credit card.
- Set up email alerts
- Add and cancel employee cards.
- Adjust individual cards' credit limits, including limits on transactions and purchases by categories.
- Manage temporary limits of individual credit cards.

Go to [popular.com/business/cards-management](https://popular.com/business/cards-management) and sign up for free. Access level depends on the profile as user and/or administrator. For information contact the Business Banking Center at 787.756.3939, or your Relationship Officer.

### SECURITY

- Protection against unauthorized charges.
- Emergency card replacement.
- Contactless cards allow you to pay by simply bringing your credit card close to the terminal identified with the contactless symbol.
- On the Alert a service that monitors transactions made with your credit card to alert you of any unusual pattern of use. If we detect any irregular pattern, you may receive a call or text message from our automated system to confirm that the transaction identified was done with your consent.

## TRAVEL ASSISTANCE

### Card replacement and emergency cash service

Visa provides 24-hour emergency services to **Visa PREMIA® Business Rewards Max** cardholders worldwide. Customers can call the Visa Support Center using a global network of toll-free numbers to receive card emergency services.

### Travel information assistance services

**Visa PREMIA® Business Rewards Max** provides cardholders a wide range of services, when traveling more than 100 kilometers away from their residence.

## AUTO RENTAL INSURANCE

If the Insured Person reserves and pays for the Rental Car with a valid Visa card, he or she will have coverage for accidental damages to the Rental Car for rental periods up to 31 days. For the coverage to be applicable, the cardholder must decline the Collision Damage Waiver (CDW) or similar coverage offered by the auto rental company.

### What is covered?

The cardholder and any additional authorized drivers designated in the Rental Car Agreement.

### Coverage

The coverage is provided for covered loss to a Rental Car caused by the Rental Car's collision with another object or its overturn. Physical damage as a result of hail, lightning, flood or other weather-related causes are also covered. Coverage is provided for the lower of:

1. the contractual liability assumed by the Visa Cardholder with the owner of the Rental Car;
2. the Actual Cash Value, subject to any maximum amount, as may be shown in the Benefit amount table;
3. the Reasonable and Customary charges of repair or replacement. Covered vehicles are land motor vehicles with four wheels which the Visa Cardholder has rented for a period of time shown on the Rental Car Agreement.

Coverage is provided for vans only if they are standard vans with standard equipment and are designed to carry a maximum of 8 people. Coverage is also provided for equipment or accessories installed in the van for the purpose of assisting a handicapped driver.

This coverage is primary. If the cardholder is unable to decline the auto rental company coverage, the Visa coverage will be secondary to the auto rental company coverage and will be responsible for any gap between the auto rental company coverage and the damages for which the cardholder is responsible.

Visa Rewards Program is covered as long as a valid and verifiable Rental Car Agreement has been issued to the Visa Cardholder, and the entire transaction is charged to an Eligible Card.

### The following specific costs are covered:

- Damage due to collision.

- Theft of vehicle and related charges.
- Malicious vandalism charges.
- Loss due to accidental fire as long as the liability rests with the cardholder.
- Loss due to physical damage as a result of hail, lightning, flood or other weather-related causes.
- Towing charges as long as such charges result directly from a covered loss.
- Loss of use.
- Administrative fee charged by the rental company.

### What is not covered?

- Vehicles not required to be licensed.
- Trucks, Light Trucks and/or Pickup Trucks that are being used for commercial purposes and Vans with capacity of more than 8 people.
- Antique cars (over 20 years old or have not been manufactured for ten or more years)
- Limousines
- Expensive or exotic cars, including but not limited to as Aston-Martin, Bentley, DeLorean, Ferrari, Jensen, Lamborghini, Lotus, Maserati, Porsche and Rolls-Royce.
- Motorcycles, mopeds, motor bikes, bikes, campers, trailers, golf carts (low speed vehicles – neighborhood electric vehicles) and recreational vehicles (motor homes).
- Any obligation assumed by the cardholder under other agreements.
- Vehicles that do not fit the definition of covered vehicles.
- Any collision that occurs while the Visa Cardholder is in violation of the Rental Car Agreement
- Losses covered by any insurance coverage and/or collision damage insurance purchased through the car rental agency.
- Leases and mini leases.
- For rental agreements in excess of 31 days there is no coverage after the 31st day.
- Gradual wear and tear due to normal use or mechanical problems.
- Injury to any person or damage to any object that is inside or outside the rental vehicle.
- Loss or theft of personal belongings.
- Personal Liability.
- Losses resulting from intentional acts, or losses arising from admission of guilt, being prosecuted or found guilty by a court of law of being under the influence of drugs or intoxicating substances, or as a result of illegal activities or smuggling.
- Confiscation by the authorities.
- Any loss which occurs while the Rental Car is off-road (meaning any time at which the Rental Car is located on an unpaved surface or a surface which is not a regularly maintained state or government road);
- The cost of the insurance coverage purchased through the auto rental company.
- The operation and care of the vehicle contrary to the terms of the auto rental contract.

### How is the claim submitted?

The cardholder may access the Visa Benefits Portal through the link [www.visa.com/benefitsportal](https://www.visa.com/benefitsportal).

### Claim Documentation

As soon as the accident occurs or the cardholder returns the rental vehicle, he or she must request the following from the auto rental company:

1. Copy of the Visa account statement where the full charge for the car rental appears.
2. A copy of the Police or Traffic Authority Report (if a third party is involved or if there is a theft).
3. Copy of the initial auto rental agreement (front and back).
4. Copy of the final auto rental agreement (front and back).
5. Copy of the auto rental reservation confirmation.
6. A copy of the final itemized repair invoice.
7. Wire transfer form.
8. Copy of national identity document.
9. Additional documentation 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.

### General exclusions

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.

**Note: Please refer to the Final Section of Legal Disclosures.**

## EXTENDED WARRANTY

As a Visa Insured Person with this benefit you have Extended Warranty Protection which doubles the free repair period under the original manufacturer's written repair Warranty or store warranty up to one additional year on eligible products with manufacturer's warranties between three months to three years (see table below).

#### Manufacturer's or Store Warranty

3 months  
6 months  
1 year  
3 years  
4 years or more

#### Visa Extended Warranty

3 additional months  
6 additional months  
1 additional year  
1 additional year  
No extension

The item must be purchased entirely with your eligible Visa card.

#### What purchases are covered?

Items to be eligible must be purchased entirely with a valid Visa card and the eligible item must have an original Manufacturer's written repair Warranty valid in the country where purchased, or valid in the country the item resides as long as the original Warranty covers it.

#### What is not covered?

- Boats, automobiles and any other motorized vehicle; and motorized vehicle, parts and accessories
- Consumables and perishables or services (including but not limited to the performance or rendering of labor or maintenance, repair or installation of products, goods, or property, or professional advice of any kind. Consumables are products that consumers use recurrently, items which get used up or discarded. Perishable Items likely to spoil, decay or become unsafe to consume and/or use including but not limited to food, cosmetics and perfume.
- Items which carry a "satisfaction guaranteed" promise that provides product replacement or benefits for anything other than defects in material and workmanship of the item
- Used, rebuilt and re-furnished items
- Any shipping or promised time frames of delivery, whether or not stated or covered by the manufacturer's warranty
- Any customized, unique, or rare items
- Any costs other than those specifically covered under the terms of the original manufacturer's written repair Warranty, as supplied by the original manufacturer, or other eligible Warranty
- Items which are intended to become part of the real estate
- Products purchased for resale, commercial use; coverage is provided if your purchase is done for your individual professional use.
- Items with a manufacturer's original Warranty or store Warranty of less than (3) three months or more than (3) three years.

#### Benefit amount

Up to \$5,000 per incident/maximum of \$10,000 per account, per year.

#### How is the claim submitted?

The cardholder may access the Visa Benefits Portal through the link [www.visa.com/benefitsportal](http://www.visa.com/benefitsportal).

#### Claim Documentation

- Your Visa account statement showing the purchase claimed.
- Purchase itemized invoice.
- Copy of the original manufacturer's written Warranty.
- Copy of any other Warranty, if applicable.
- The original repair order showing the cause of the damage.
- Wire transfer 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.

#### General exclusions

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.

**Note: Please refer to the Final Section of Legal Disclosures.**

### PRICE PROTECTION

Pay for the entire cost of the product with your eligible card and if, within 30 days of the date you purchased the product, you see either a Printed Advertisement or Non-Auction Internet Advertisement for the same product (same model number and same model year) by the same manufacturer, in the Same Market\*, we will refund the difference up to the benefit amount per item (and per account per 12-month period). The Price difference must be above USD 25 for this coverage to apply.

\*Same market is defined as same country and within 100 kilometers of point of purchase. For the U.S., it will mean the 48 continuous states. Alaska, Hawaii and other U.S. territories will be treated separately.

#### Products eligible for coverage

- New consumer products purchased entirely with your eligible Visa card whether for your own use or given as a gift, qualifies for the Visa Price Protection program.

- Coverage is for up to the maximum benefit amount and for 30 days from the date of purchase.
- Coverage includes but is not limited to Black Friday, Cyber Monday, Mother's Day, Father's Day, etc.

#### What is not covered?

- Products purchased for resale, commercial use; coverage is provided if your purchase is done for your individual professional use.
- Merchandise for which claims have not been initiated within 4 calendar days of discovery of an internet site advertising the lower Price or publishing of a printed advertisement showing a lower sales Price;
- Used, antique, recycled, previously owned, rebuilt, or remanufactured items, whether or not you knew the condition of the items;
- Customized, unique and one of a kind items;
- Jewelry, collectibles, art, antiques, special order, or rare one-of-a-kind items;
- Layaway items, items returned to any store;
- Any products purchased from an internet Auction site;
- Items for which the printed advertisement or Non-Auction Internet Advertisement containing the lower Price was published more than 30 days after the date you purchased the product;
- 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", "cash only" or "close out" advertisements (or similar), items shown on Price lists or Price quotes, costs savings as a result of manufacturer's coupons or free items, or where the advertised Price includes a bonus or free offers, special financing, installation or rebate, or one of a kind or other limited offers;
- Services (including but not limited to the performance or rendering of labor or maintenance, repair or installation of products, goods or property, or professional advice of any kind);
- Consumables or perishables;
- Watercraft, motorized vehicles (including but not limited to snowmobiles, airplanes, automobiles and motorcycles), or their motors, equipment and accessories (including but not limited to communication devices intended solely for use in the vehicle);
- Labor of any kind, including labor on new parts eligible for this program;
- Land, permanent structures and fixtures (including but not limited to buildings, homes, dwellings, and building and home improvements);
- Live plants or animals;
- Stuffed or mounted animals, animal and fish trophies, objects preserved through taxidermy, mummification or other preservation methods;
- Airline tickets (or transportation tickets of any kind), travelers checks, cash or its equivalent, negotiable instruments, trading cards, bullion, stamps, lottery tickets or other gambling related items, or tickets to events or for entertainment, numismatic or philatelic property;
- 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;
- Delay, loss of use, loss of market, interruption of business or any other indirect or consequential loss of damage;

#### Benefit amount

Up to \$500 per item – Maximum of \$2,000 per account per a 12-month period.

#### How is the claim submitted?

The cardholder may access the Visa Benefits Portal through the link [www.visa.com/benefitsportal](http://www.visa.com/benefitsportal).

#### Claim Documentation

- Your Visa card statement showing the purchase claimed.
- Purchase itemized invoice.
- Copy of the Printed Advertisement or screenshot of the Non-Auction Internet Advertisement as specified in the terms and conditions.
- Wire Transfer 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.

**Note: Please refer to the Final Section of Legal Disclosures.**

### PURCHASE PROTECTION

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 except for 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.

#### 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

Coverage is limited to the cost of the item up to \$5,000 per event and up to \$25,000 per account per a 12-month period.

#### How is the claim submitted?

The cardholder may access the Visa Benefits Portal through the link [www.visa.com/benefitsportal](http://www.visa.com/benefitsportal).

#### Claim Documentation

- Your Visa account statement showing the purchase claimed.
- Purchase itemized invoice. • In case of:
  - a. 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.
  - b. Damage: copy of repair estimate or repair bill.
- Wire transfer 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.

#### General exclusions

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.

**Note: Please refer to the Final Section of Legal Disclosures.**

### BAGGAGE DELAY

If the checked baggage does not arrive at the intended destination on the ticketed Common Carrier Conveyance, the Insured Person whose travel ticket was purchased with the eligible Visa card will be qualified to receive the amount as stated in the Benefit amount table independent of the number of checked baggage.

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

You must possess a valid and active Visa card and use it to purchase the entire travel fare(s) or through the Visa Rewards Program.

#### What Is Covered?

This coverage is for travel that has been purchased with the eligible Visa card.

1. The baggage must be properly checked with and under the possession, care, custody and control of the common carrier during a Covered Trip;
2. Insurance benefits are provided for Covered Trips;
3. A Covered Trip shall be deemed to have commenced when the insured person boards a common carrier for the purpose of going on such trip;

4. Baggage which appears to be delayed, must be formally notified to the common carrier immediately and a claim must be filed with the Common Carrier Conveyance;

#### What is not covered?

In addition to the EXCLUDED RISKS provided in the general conditions for this program, the following are excluded:

1. Flights returning to the original point of departure or to the city in which the insured resides.
2. Inherent vice or damage to baggage;
3. Confiscation or expropriation by order of any government or public authority;
4. Seizure or destruction under quarantine or custom regulation;
5. Radioactive contamination;
6. Usurped power or action taken by governmental authority in hindering, combating or defending against such an occurrence;
7. Transporting contraband or illegal trade.

#### Coverage

Up to \$500 per incident.

#### How is the claim submitted?

The cardholder may access the Visa Benefits Portal through the link [www.visa.com/benefitsportal](http://www.visa.com/benefitsportal)

#### Claim Documentation

- Copy of the Visa account statement showing the total charge for the ticket (s).
- A copy of the common carrier ticket as proof that the full travel fare has been charged to your Visa card.
- Report provided by the Common Carrier Conveyance declaring baggage delay.
- Wire Transfer 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.

#### General exclusions

- Suicide, attempted suicide or intentionally self-inflicted Injury;
- Sickness unless specifically covered in the Policy;
- Congenital anomalies and conditions arising out of or resulting there from;
- Elective cosmetic or plastic surgery unless Medically Necessary as the result of an Injury;
- Loss caused directly or indirectly, wholly or partly by medical or surgical treatment except as may be necessary solely as a result of Injury;
- Bacterial infection except bacterial infection of an Injury, or except bacterial infection from the accidental ingestion of a substance contaminated by bacteria;
- Any claim occurring as a result of: War, civil war, invasion, insurrection, revolution, usurped power or action taken by governmental authority in hindering, combating or defending against such an occurrence;
- Any claim occurring as a result of participating in military, naval or air service of any country;
- Accident occurring while a passenger on; or operating; or learning to operate; or serving as a member of the crew of any aircraft except as provided in the policy;
- Accident or claim occurring as a result of participation in any professional, semi-professional or interscholastic team sports or any bodily contact sport;
- Accident or claim occurring as a result of participation in contests of speed using a motorized vehicle or bicycle; in skydiving/parachuting, hang gliding, bungee jumping, scuba diving, mountain climbing, potholing or while riding on a motorcycle (greater than 100 cc);
- Accident or claim occurring while under the influence of drugs, alcohol or other intoxicants unless prescribed by a Physician and taken as prescribed or the treatment of alcohol or drug abuse, addiction or overdose;
- Depression, anxiety, mental or nervous disorder or rest cures;
- An Insured travelling against the advice of a Physician;
- Injury to which a contributing cause was the commission of, or attempt to commit, an illegal act by or on behalf of the Insured or their beneficiaries;
- The use, release or escape of nuclear materials that directly or indirectly results in nuclear reaction or radiation or radioactive contamination; or the dispersal, release or application of pathogenic or poisonous biological or chemical materials.
- Any expenses covered under any workers compensation or employer's liability policy;
- 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.

**Note: Please refer to the Final Section of Legal Disclosures.**

### BAGGAGE LOSS

If the Insured Person's checked baggage, is lost and determined to be unrecoverable by the Common Carrier Conveyance, the Insured Person will be qualified to receive coverage up to the Benefit amount table as stated in this document independent of the number of "checked" baggage.

### What do I need to be covered?

You must possess a valid and active Visa card. The entire travel fare must be purchased with your Visa card or through the Visa Rewards Program.

### What Is Covered?

1. This coverage is for travel that has been purchased with the eligible Visa card.
2. All benefits are paid in "excess" of the common carrier's liability coverage;
3. The luggage must be properly checked with and under the possession, care, custody and control of the common carrier during a Covered Trip;
4. Insurance benefits are provided for Covered Trips;
5. A Covered Trip shall be deemed to have commenced when the insured person boards a common carrier for the purpose of going on such trip;
6. Baggage which appears to be lost, must be formally notified to the common carrier and a claim must be filed with the common carrier;
7. The luggage must be determined and verified to be unrecoverable by the Common Carrier Conveyance;
8. If the Insured's checked baggage is permanently lost but was originally thought to be delayed, we will deduct any payment we may have made for Baggage Delay from the payment we make for your overall Claim for Baggage Loss.

### What Is Not Covered?

In addition to the General Exclusions, the following are also excluded:

1. Wear and tear or gradual deterioration;
2. Damage caused by insects or vermin;
3. Inherent vice or damage to baggage;
4. Confiscation or expropriation by order of any government or public authority;
5. Seizure or destruction under quarantine or custom regulation;
6. Radioactive contamination;
7. Usurped power or action taken by governmental authority in hindering, combating or defending against such an occurrence;
8. Transporting contraband or illegal trade;
9. Breakage or brittle of fragile;
10. Animals, birds or fish; automobiles or automobile equipment, boats, motors, trailers, motorcycles or other conveyances or their appurtenances (except bicycles while checked as Luggage with a Common Carrier); household furniture;
11. Any payment if to do so would be in violation of any sanctions law or regulation.

### Coverage

Up to a maximum of \$1,000 per event.

### How is the claim submitted?

The cardholder may access the Visa Benefits Portal through the link [www.visa.com/benefitsportal](http://www.visa.com/benefitsportal).

### Claim Documentation

- Copy of the Visa account statement showing the total charge for the ticket (s).
- A copy of the common carrier ticket as proof that the full travel fare has been charged to your eligible Visa card.
- Report provided by the transportation company declaring loss of baggage.
- Wire transfer form.
- Details of the amounts paid (or payable) by the Common Carrier responsible for the loss, description of contents, cost determination of contents.
- 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.

### General exclusions

1. Suicide, attempted suicide or intentionally self-inflicted Injury;
2. Sickness unless specifically covered in the Policy;
3. Congenital anomalies and conditions arising out of or resulting there from;
4. Elective cosmetic or plastic surgery unless Medically Necessary as the result of an Injury;
5. Loss caused directly or indirectly, wholly or partly by medical or surgical treatment except as may be necessary solely as a result of Injury;
6. Bacterial infection except bacterial infection of an Injury, or except bacterial infection from the accidental ingestion of a substance contaminated by bacteria;
7. Any claim occurring as a result of: War, civil war, invasion, insurrection, revolution, usurped power or action taken by governmental authority in hindering, combating or defending against such an occurrence;
8. Any claim occurring as a result of participating in military, naval or air service of any country;
9. Accident occurring while a passenger on; or operating; or learning to operate; or serving as a member of the crew of any aircraft except as provided in the policy;
10. Accident or claim occurring as a result of participation in any professional, semi-professional or interscholastic team sports or any bodily contact sport;
11. Accident or claim occurring as a result of participation in contests of speed using a motorized vehicle or bicycle; in skydiving/parachuting, hang gliding, bungee jumping, scuba diving, mountain climbing, pot-holing or while riding on a motorcycle (greater than 100 cc);

12. Accident or claim occurring while under the influence of drugs, alcohol or other intoxicants unless prescribed by a Physician and taken as prescribed or the treatment of alcohol or drug abuse, addiction or overdose;
13. Depression, anxiety, mental or nervous disorder or rest cures;
14. An Insured travelling against the advice of a Physician;
15. Injury to which a contributing cause was the commission of, or attempt to commit, an illegal act by or on behalf of the Insured or their beneficiaries;
16. The use, release or escape of nuclear materials that directly or indirectly results in nuclear reaction or radiation or radioactive contamination; or the dispersal, release or application of pathogenic or poisonous biological or chemical materials.
17. Any expenses covered under any workers compensation or employer's liability policy;
18. 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.

**Note: Please refer to the Final Section of Legal Disclosures.**

### CORPORATE LIABILITY WAIVER PROGRAM

The Issuer may waive the Company's liability for waivable charges up to \$15,000 per Visa Commercial Cardholder and be reimbursed by the Program Underwriter ("Program Underwriter") provided both the Issuer and the Company have satisfied all Program obligations.

### Program Exclusions

The following are not Waivable Charges and are not covered by the policy:

1. Charges made by partners, owners, or principal shareholders who own more than five percent (5%) of the Company's outstanding shares, elected directors, or persons who are not employees of the Company.
2. Interest and/or fees imposed by the Issuer on outstanding unpaid charges.
3. In cases where the Issuer invoices the Cardholder, any amount on a check submitted by a Cardholder which is not paid by the Cardholder's drawee Issuer as not sufficient funds or due to a closed account, if the Cardholder has, within the last twelve (12) months, submitted any other check to the Issuer which was not paid in full by the Cardholder's drawee Issuer as not sufficient funds or due to a closed account.
4. Charges incurred to purchase goods or services for the Company or for people other than the Cardholder pursuant to the instructions of the Company, in accordance with company policy, if those goods or services are of the type which are regularly purchased by or for the Company. However, these charges would be Waivable in cases where the Issuer bills the Cardholder, and the Company has reimbursed the Cardholder, but the Cardholder has not paid the Issuer.
5. Charges incurred by a Cardholder after the Notification of Termination Date, unless the Issuer receives a request from the Company to cancel the Cardholder Account within two (2) business days of the Notification of Termination Date. If cancellation of the Account is received by the Issuer within two (2) business days, then coverage will be afforded fourteen (14) days from the Notification of Termination Date, but not beyond.
6. Charges incurred by the Cardholder more than fourteen (14) days after the Notification of Termination Date or earlier than seventy-five (75) days prior to the Notification of Termination Date.
7. Charges resulting from a lost or stolen Commercial Card.
8. Charges in excess of \$15,000 for each Cardholder.
9. Cash advances, after the Notification of Termination Date, shall be limited to \$300 per day, or a maximum of \$1,000, whichever is less.
10. Charges incurred by a Cardholder after discovery by the Company, any partner or officer thereof that is not in collusion with such Cardholder of any fraudulent or dishonest act on the part of such Cardholder.
11. Charges incurred by the Company subsequent to bankruptcy/ insolvency.
12. Losses arising from the credit risk involved in any transaction caused by default on the part of the Company in paying any non-waivable charge.
13. Charges incurred by a Cardholder who has a prior record of having caused a direct loss due to debits established against the Company in respect of Waivable Charges.

### Obligations of the Company

The Company may request that the Issuer waive the Company's liability for Waivable Charges only if the Company meets all of the following requirements:

1. The Cardholder's employment is terminated, voluntarily or involuntarily and/or the card is cancelled with no further coverage for that employee.
2. The Company has two (2) or more valid Accounts in good standing.
3. The Company must notify the Issuer to cancel the Visa Commercial Card within two (2) business days of the Notification of Termination Date. Failure to notify within two (2) business days will exclude coverage for any Charges incurred after the Notification of Termination Date.
4. The Company must deliver or send by first-class mail, or fax, a written notice to the Cardholder stating that the Cardholder's Visa Commercial Card has been cancelled, that the Cardholder should immediately discontinue all use of the Visa Commercial Card, that the Cardholder must immediately pay any outstanding amounts owed to the Issuer, and that the Cardholder must immediately return the Visa Commercial Card to the Company.
5. The Company must use its best efforts to retrieve the Visa Commercial Card from the employee and return it, cut in half, to the Issuer.
6. If the Cardholder's employment is not terminated, the Company must prove it has done its best effort as legally possible to recuperate the Waivable charges from the Cardholder.



7. The Company must send a Visa Affidavit of Waiver Claim Form, completed and signed by an officer, partner or other authorized official of the Company, with all required documentation to the Issuer within ninety (90) days of the Notification Termination Date.
8. The Company shall promptly give written notice to the Issuer upon the termination of employment of any employee authorized to use a Visa Commercial Card. The Company shall promptly give written notice to the Issuer in cases where the Issuer invoices the Cardholder, if the Company knows or should know that a Cardholder is receiving reimbursement for Charges but is not paying the Issuer for those Charges.
9. If the Company recovers any amount of Waived Charges from any source after the Company has requested a Waiver of Charges from the Issuer, the Company will remit all such amounts to the Issuer. The Company agrees to assign any rights it may have to collect such amounts from the Cardholder to the Program Underwriter. However, the Company will not be required to pay the Issuer any amount that exceeds the loss sustained by the Issuer.
10. Once a claim has been paid for a given person, no future claims will be considered.
11. The Company sends an Affidavit of Waiver Claim Form by letter or fax to the Issuer. The form shall state:
  - a. that the Company requests the Waiver of covered Charges
  - b. the Cardholder's name, title, card number, last known business and home address
  - c. the Cardholder's Notification of Termination Date, if applicable
  - d. the actual cardholder's termination date, if applicable
  - e. in cases where the Issuer invoices the Cardholder, that the Company has contacted the Cardholder in writing and directed the Cardholder to immediately pay all outstanding Charges to the Issuer,
  - f. whether the Visa Commercial Card was retrieved from the Cardholder
12. Additional documentation may be required.

#### Other Insurance

This Program does not cover any loss which is insured by or would but for the existence of this policy, be insured by any other existing policy or policies except in respect of any excess (not exceeding the limits of the policy) beyond the amount which would have been payable under such other policy or policies including any deductible applicable thereunder had the Program not been in effect.

#### Benefit Amount

Up to \$15,000.

#### 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.

**Note: Please refer to the Final Section of Legal Disclosures.**

### VISA CONCIERGE

Available 24 hours per day, 365 days per year, to help cardholders send gifts, purchase tickets and tours, rent vehicles, make reservations for theatre plays, or provide any other information or assistance cardholders may need anywhere in the world.

The Visa Concierge service can assist with the following requests:

- Travel information and arrangements
- Cultural information
- Restaurant referrals and reservations
- Entertainment information and arrangements
- Business service referrals and arrangements
- Leisure activity information and assistance
- Hard-to-find items
- Travel arrangements and luxury transportation
- Specialty service referrals

#### Cost of the assistance services provided

The Cardholder will be responsible for all costs and expenses related to the cardholder's Concierge request. All expenses will be debited, in some cases in advance of purchase, from the cardholder, regardless of the success of the search and/or the cardholder's acceptance of the goods and/or services arranged on the cardholder's behalf. Concierge specialists will seek the cardholder's authorization prior to arranging a service; in some instances, written authorization may be required.

#### Visa Concierge cannot undertake any request we consider to be:

- For re-sale, professional, or commercial purposes;
- Virtually impossible or unfeasible;
- Subject to risk, i.e., illegal sources;
- A violation of the privacy of another person;
- A violation of national and international laws;
- Unethical and/or immoral;
- Price-shopping for discounted items.

Visa Concierge reserves the right to decline or stop working on a request at any time and will not be liable for any consequences if the request involves illegal activity. If a request is declined, we will alert the cardholder and endeavor to offer an alternative. Visa Concierge will endeavor to use at all times providers which are professionally recognized and reliable in Visa Concierge's experience; in instances where a requested service can only be provided by a provider that does not meet this criteria, Visa Concierge will inform the cardholder of the potential risks. Should cardholder nevertheless wish to utilize the services of such a provider, Visa Concierge accepts no liability whatsoever for the risks undertaken, the consequences arising thereof, or the resolution of any dispute with the service provider. Visa Concierge service is provided by AXA Assistance USA. AXA Assistance USA accepts no liability arising from any provider that does not fulfill its obligations to the cardholder.

### VISA LUXURY HOTEL COLLECTION

#### What is it?

Visa Luxury Hotel Collection is a hand-selected portfolio developed exclusively for Visa cardholders. Gathered by Visa by invitation and appraised annually, all properties, from boutique gems to world-famous hotels, provide guests an exclusive, unique collection of benefits specially designed to offer an unparalleled experience.

#### Exclusive benefits

Visa Luxury Hotel Collection offers Visa Signature cardholders the most complete benefit program for the world's best hotels:

- The best available rate
- Automatic room upgrade upon arrival, when available
- Complimentary continental breakfast
- 3-PM check-out, when available
- VIP Guest status
- \$25 food or beverage voucher (if service is available)
- Free in-room Internet
- Reservations are made through the website [www.visaluxuryhotelcollection.com](http://www.visaluxuryhotelcollection.com) or Visa Concierge, 1-800-396-9665 (call toll free from the U.S. and Canada) or +1-303-967-1098 from the rest of the world.

### VISA AIRPORT COMPANION

A digitally integrated program offering cardholders privileges and discounts for a suite of airport amenities and services including lounges, restaurants, retail, and airport transportation services using the APP available to download on iOS and Android. It includes lounges, restaurants, retail services and airport transportation. Once you download the APP you will need to register and follow the steps to access the digital platform.

#### Visa Airport Companion provides the following services using the APP:

- Lounge Access - lounge services at airports and railway stations, which includes but not limited to supply of food & beverages, access to the Internet, newspaper & magazines, and usage of VIP rooms. Pricing of lounges is displayed in the App at the time of purchase.
- Dining and Retail - Discounts available at each store and restaurant are detailed in the App.
- Dining Coupon - Restaurant coupons can be used at participating restaurants listed in the App.
- Transport - available at most airports from the address of the User's home or office to an International Airport in the available locations; or from the international airport to the address of the user's home or office. Transportation services must be booked at least 12 hours before the scheduled time for service through the Application. You will receive a confirmation email with the details of the confirmation email. Driver and car details will be sent by SMS 15 minutes before pick-up time with driver tracking details.

All offers, privileges or discounts appearing on the Application are subject to the terms and conditions of participating business entities, as indicated in the Application. The terms and conditions of participating business entities may be subject to change without notice and alliance offers, privileges or discounts may be added at any time without notice. In any case, the changes will be posted to the Application. This guideline governs all market segments of partners, such as airport food services, retail sales, transportation, hotel industry, and medical and wellness services. Cardholders may, at any time, request the deletion of their Red by DUFREY membership and data after contacting support.

#### Final Section of Legal Disclosures

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.

Insurance coverage is underwritten by approved Member Companies of AIG Insurance Company and/or corresponding Reinsurer, if applicable. They are not operated by Banco Popular of Puerto Rico. 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.

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 at [LACclaim@ap-visa.com](mailto:LACclaim@ap-visa.com) or call the customer service telephone number on the back of your Visa card.

Benefit amounts are identified in US Dollars. Payment of claims will be made in local currency where required by law as a one-time payment using the exchange rate indicated on the statement presented by the cardholder as proof of expenses or purchase, if applicable, or using the exchange rate according to the Central Bank or entity corresponding to the date on which the Insured made the payment to the service provider or made his/her purchase in the case of payments or cash purchases.

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.

This brochure is a summary of covers; this document does not constitute the Policies or the Insurance Agreement. The benefits described herein are subject to all terms, conditions and exclusions of The Policies issued by subscribers, which may be modified at any time without notice to cardholders or policyholders. This document replaces any previous Cover Descriptions that have been delivered to the cardholder with respect to the covers detailed herein.

Some services contracted by Banco Popular, which are not secure, and offered free of charge to you, may have related costs that will be your sole responsibility. If after you have read this brochure you have questions about the covers and services, you can contact the Visa Assistance Center at 1-800-613-4314 or 410-581-6050 at reverse charge.