

## American Express Car Rental Loss and Damage Insurance Plan

Underwritten by:

**Indemnity Insurance Company of North America**  
**master policy holder: American Express Travel**  
**Related Services Company, Inc. Policy N°**  
**58US3775**

### Description of Coverage

Car Rental Loss and Damage Insurance provides the Cardmember, if the Cardmember is the primary renter, (as defined below) with insurance coverage for damage to or theft of most Rental Autos when the Cardmember uses the Card (as described below) to charge and pay for an auto rental from any Commercial Car Rental Company ("Rental Company") other than those located in Australia, Ireland, Israel, Italy, Jamaica, and New Zealand. Additionally no cover is provided for auto rental for a Cardmember within same country as their billing address.

### Who Is Eligible for Coverage

You are eligible for coverage if you are an American Express International Dollar Card Cardmember.

**Commercial Car Rental Company or Car Rental Company** means any commercial car rental agency which rents Rental Autos. For the purposes of this Description of Coverage, Commercial Car Rental company means Rental Company.

### How to Activate Coverage

Coverage for theft of or damage to a Rental Auto is activated when the Cardmember:

1. presents his or her eligible Card to the Rental Company to reserve the Rental Auto, by making a reservation; or by placing a hold or deposit at the time the Rental Auto is checked out; 2. declines the full Collision Damage Waiver or similar option (CDW), or pays for a partial collision damage waiver, offered by the Rental Company; 3. is the primary renter, which is defined as the Cardmember, who is named on the written agreement with the Rental Company as the person renting and taking control and possession of the Rental Auto ("Primary Renter"); and 4. uses the Card to pay for the entire auto rental from the Rental Company at the time of vehicle return.

Coverage continues in effect while the Cardmember remains in control and possession of the Rental Auto. A Cardmember, who is physically challenged and unable to operate the Rental Auto, may be the Primary Renter if he/she is the Cardmember entering into the rental transaction.

**Note:** *Benefits will not be paid if, on the date of loss or on the date of claim filing, any amount due on your American Express International Dollar Card account is unpaid for 30 days or your American Express International Dollar Card is cancelled.*

### When Coverage Terminates

Coverage for theft of or damage to the Rental Auto terminates when:

- the Rental Company resumes control of the Rental Auto, or 30 consecutive days after the Rental Auto was checked out, whichever is earlier;
- the Policy is cancelled.

### Length of Coverage

Car Rental Loss and Damage Insurance covers eligible Rental Autos when rented under a written

rental agreement from a Rental Company for no more than 30 consecutive days.

**Note:** In no event shall coverage be provided when the Cardmember rents a Rental Auto beyond 30 consecutive days from the same Rental Company, regardless of whether the original agreement is extended, or a new written agreement is entered into, or a new vehicle is rented.

Additionally, no coverage will be provided when the Primary Renter rents a Rental Auto for more than 30 consecutive days out of a 45 day period within the same geographic market/location (75 mile radius).

### What is Covered

Car Rental Loss and Damage Insurance reimburses a Cardmember for payments for damage to or theft of a Rental Auto that the Cardmember is required to make, up to the lesser of: 1) the actual cost to repair the Rental Auto, or 2) the published Book value or, if not available, the purchase invoice price of the Rental Auto minus salvage and depreciation costs, or 3) fair market commercial value of the Rental Auto. The coverage also reimburses the Cardmember for reasonable charges (those charges incurred at the closest facility that are usual and customary in the vicinity in which the loss or disablement took place) imposed by the Rental Company, such as towing, storage, loss of use (loss of use means proven loss of income to the Commercial Car Rental Company where no additional sources of income exist to offset this loss. Reasonable and customary charges are substantiated by documentation supporting loss of use such as fleet utilization logs; loss of use does not include Commercial Car Rental Company administrative fees), which the Rental Company would not have imposed had the Cardmember accepted its full CDW, or partial collision damage waiver.

Car Rental Loss and Damage Insurance covers no other type of loss. For example, in the event of a collision involving the Cardmember's Rental Auto, damage to any other driver's car or the Injury of anyone or anything is not covered.

**Note:** *This policy does not provide liability coverage for Uninsured Motorists; benefits under any Worker's Compensation law, Disability benefits law or other mandated Government Plans.*

### What EXCESS Coverage Means

Car Rental Loss and Damage Insurance is an EXCESS insurance plan. This means that this excess coverage will reimburse the Cardmember only for losses/expenses not covered by plans, such as, the Rental Company's Collision Damage Waiver or similar option (CDW), or partial collision damage waiver, any personal auto insurance, employer's auto insurance or reimbursement plan or other sources of insurance. When these other plans apply, a Cardmember must first seek payment or reimbursement and receive a determination based on the stated terms of such other Plans, that any such Plans do not provide coverage before this EXCESS coverage will reimburse the Cardmember.

You are not covered for auto rental within the same country as your billing address. However, this coverage is always excess of coverage or waivers of damage provided by the Rental Company, and to any Policy (Policies) the Cardmember is insured under that provide similar coverage. No coverage is available for Rental Autos rented in Australia, Ireland, Israel, Italy, Jamaica, and New Zealand.

### Vehicles Not Covered

Car Rental Loss and Damage Insurance does not cover rentals of:

- expensive cars, which means cars with an original manufacturer's suggested retail price of \$50,000 or more when new;
  - exotic cars regardless of year or value, including but not limited to Chevrolet Corvette, Toyota Supra, Mazda RX- 7, Dodge Viper and Stealth, Plymouth Prowler, Mitsubishi 3000 GT, Nissan 300 ZX, Jaguar XJS, Acura NSX, Mercedes SL, SLK, S Coupe and E320 Coupe and Convertible, BMW M3, Z3 and 8 Series, Cadillac Allante and all Porsche, Ferrari, Lamborghini, Maserati, Aston Martin, Lotus, Bugatti, Vector, Shelby Cobra, Bentley, Rolls Royce;
  - trucks, pick-ups, cargo vans, custom vans;
  - full-sized vans, including but not limited to, Ford Econoline or Club Wagon, Chevy Van or Sportvan, GMC Vandura and Rally, Dodge Ram Vans and Ram Wagon;
  - vehicles which have been customized or modified from the manufacturer's factory specifications except for driver's assistance equipment for the physically challenged;
  - vehicles used for hire or commercial purposes;
  - mini-vans used for commercial hire;
- Note:** *Passenger Mini-Vans (Not Cargo Mini-Vans) with factory specified seating capacity of 8 passengers or less, including but not limited to, Dodge Caravan, Plymouth Voyager, Ford Windstar and Nissan Quest, are covered when rented for personal or business use only.*
- antique cars, which means cars that are 20 years old or have not been manufactured for 10 or more years;
  - limousines;
  - full sized sport utility vehicles, including but not limited to, Chevrolet/GMC Suburban, Tahoe and Yukon, Ford Expedition, Lincoln Navigator, Toyota Land Cruiser, Lexus LX450, Range Rover or full-sized Ford Bronco;
  - sport/utility vehicles when driven "off-road"; and
- Note:** *Compact sport/utility vehicles, including but not limited to Ford Explorer, Jeep Grand Cherokee, Nissan Pathfinder, Toyota Four Runner, Chevrolet Blazer and Isuzu Trooper and Rodeo are covered when driven on paved roads.*
- off-road vehicles, motorcycles, mopeds, recreational vehicles, golf or motorized carts, campers, trailers and any other vehicle which is not a Rental Auto.

### Losses Not Covered

Car Rental Loss and Damage Insurance does not cover losses caused by or contributed to by:

- operation of the Rental Auto in violation of the terms and conditions of the Rental Company agreement (including but not limited to losses occurring when: a person not permitted to operate the vehicle pursuant to terms of the rental agreement was in possession or control of the vehicle; or, driving the vehicle outside of the authorized rental territory);
- leased or mini-leased vehicles;
- costs attributed to the Commercial Car Rental Company's normal course of doing business;
- intentional damage;
- illegal activity, such as losses where the Rental Auto was used for, or involved in illegal activity or felony;
- pre-existing conditions, damage or defect;
- being under the influence of intoxicants or drugs;
- war or military activity;

9. radioactivity;
10. confiscation by authority;
11. wear and tear, including gradual deterioration;
12. damage which is due and confined to freezing, mechanical or electrical breakdown or failure unless such damage results from a theft covered by the Policy;
13. theft of or damage to tires (flats or blowouts), unless damaged by fire, malicious mischief, vandalism, or stolen, unless the loss is coincident with and from the same cause as other loss covered by the Policy; and
14. off-road operation of the vehicle.

Car Rental Loss and Damage Insurance does not cover, and benefits will not be paid for:

1. sales tax related to repair of damages, unless reimbursement of such sales tax is required by law;
2. damage to any vehicle other than the Rental Auto;
3. damage to any property other than the Rental Auto, owner's property, or items not permanently attached to the Rental Auto;
4. the Injury of anyone or anything;
5. expenses assumed, waived or paid for by the Rental Company or its insurer;
6. expenses covered by the Cardmember's personal auto insurer, employer or employer's insurer, or authorized driver's insurer;
7. value added tax or similar tax, unless reimbursement of such tax is required by law;
8. any Rental Auto used for hire or commercial purposes; and
9. depreciation, unless reimbursement for depreciation is required by law.

#### How to File a Claim

A Cardmember must notify the Car Rental Loss and Damage Claims Unit toll free at 1-800-338-1670 in the U.S.A. only or call 440-914-2950 from other locations worldwide, within 48 hours or as soon as reasonably possible following a loss.

A representative will answer any questions a Cardmember may have and will send the Cardmember a claim form with instructions. Complete and sign the claim form. Written proof of loss, which includes the claim form and all other requested documentation (listed below), must be received within 60 days following the date of the damage or theft by: American Express Car Rental loss and Damage Claims Unit, c/o: United Financial Adjusting Company, PO Box, 94729, Cleveland, Ohio 44101- 4729. If the proof of loss and other documentation is not received within 60 days of the date of loss, coverage may be denied.

Required documentation may consist of, but is not limited to:

1. our signed and completed claim form;
2. an itemized repair bill;
3. a copy of charge slip for the rental of the Rental Auto, Rental Auto contract or machine generated receipt to show rental was charged and paid for with the American Express International Dollar Card;
4. a police report (if applicable);
5. photos of the damaged vehicle, if available;
6. a copy of the Cardmember's, authorized driver's or employer's auto insurance coverage, or a notarized letter stating no insurance;
7. a copy of all claim documents and correspondence, provided by the Car Rental Company;
8. a copy of the Rental Company's utilization log;
9. a copy of the driver's license of the Cardmember and/or authorized driver, unless the driver's license number shows on the rental agreement;

10. a copy of the written rental agreement, front and back, which documents when the Rental Auto was checked out and checked in; and
11. information pertaining to other available insurance coverage(s).

Cardmember cooperation with issues related to their benefits is required. If all required documentation is not received within 180 days of the date of loss (except for documentation which has not been furnished for reasons beyond the Cardmember's control), coverage may be denied.

#### How Benefits Are Paid

All Car Rental Loss and Damage Insurance payments reimbursable under the policy are payable to the Cardmember; except that payment may be made, at the discretion of the Insurer, jointly to the Cardmember and the Commercial Car Rental Company when the Car Rental Company has not been reimbursed for the covered loss or damage, or the Cardmember has not validly assigned his/her payments to the Rental Company or any other party.

#### Rights of Recovery

In the event of a payment under this Policy, the Insurer is entitled to all the rights of recovery that the Cardmember, to whom payment was made, has against another. That Cardmember must sign and deliver to the Insurer any legal papers relating to that recovery, do whatever else is necessary to help the Insurer exercise those rights and do nothing after loss to harm the Insurer's rights.

When a Cardmember or Commercial Car Rental Company has been paid damages under Policy, No. BDA101, and also recovers from another, the amount recovered from the other shall be held by that Cardmember or Commercial Car Rental Company in trust for the Insurer and reimbursed to the extent of the Insurer's payment.

As a condition precedent to coverage, the Cardmember is required, and has a duty to fully cooperate with the Insurer in any investigations, subrogation matters or legal proceedings by providing copies of any and all legal notices and any and all statements, including sworn statements and contributing any other papers and documents to reasonably assist in the disposition of the legal matter.

The master policyholder and insurer agree that this policy is intended for administrative purposes only and that the Insurer will not actually process any premiums or claims. Additionally the master policyholder will hold the Insurer harmless and fully indemnify the Insurer for any liability arising under this policy which will be the responsibility of the master policyholder or their appointed claims representatives.

#### Additional Information for You

In respect of this coverage given to International Dollar Card members with a billing address located outside the U.S.A. (the U.S.A. is deemed to include the U.S. Virgin Islands and Puerto Rico) coverage is underwritten by **Indemnity Insurance Company of North America**. The Policy may be changed or terminated.

This Description of Coverage is an important document. Please keep it in a safe place. Although it describes the present form of insurance as it exists at the time of printing, this document is not the Policy or contract of insurance. The benefits described in this document are subject to all of the terms, conditions and exclusions of the Policy issued by the underwriter. This document replaces any prior Description of Coverage under the Policy which may have been furnished to the Cardmember.

## \$500,000 - American Express Travel Accident Insurance

Underwritten By **Indemnity Insurance Company of North America** (Herein called the "Company")

#### Description of Coverage

**Covered Persons:** A person shall be a Covered Person under the Master Policy No. BDA002 (the "Policy") only if:

1. he or she is:
  - a. a Basic or Supplemental Cardmember who has the International Dollar Platinum Card issued by American Express Travel Related Services ("American Express") in his or her name; or
  - b. the legally married spouse or Dependent Child under age 23 of any eligible person described in a) above.

For the purpose of this Policy, a common law marriage is not considered a legal marriage. Dependent Child means a legally dependent child, including a stepchild or legally adopted child of any eligible person described in a) or b) above; and who is wholly dependent on such eligible person(s) for financial support.

#### Benefit Amounts

##### Table of Losses

Loss of Life	\$500,000
<i>Dismemberment</i>	
Loss of both hands or both feet	\$500,000
Loss of one hand and one foot	\$500,000
Loss of entire sight of both eyes	\$500,000
Loss of entire sight of one eye and one hand or one foot	\$500,000
Loss of one hand or one foot	\$250,000
Loss of entire sight of one eye	\$250,000

The Company will pay the applicable benefit amount if a Covered Person suffers a Loss from an injury while coverage is in force under the Policy; but only if such Loss occurs within 100 days after the date of accident which caused the injury. Benefits will be paid for the Greatest Loss. In no event will the Company pay for more than one Loss sustained by the Covered Person as the result of any one accident.

**Injury** means bodily injury which:

1. is caused by an accident which occurs while the Covered Person's insurance is in force under the Policy; and
2. results in Loss Insured by the Policy; and
3. creates a Loss due, directly and independently of all other causes, to such accidental bodily injury.

**Loss** as used above with reference to hand or foot means complete and permanent severance through or above the wrist or ankle joint, and as used with reference to eye means the irrecoverable loss of the entire sight of such eye.

#### Maximum Indemnity for Covered Person

In no event will multiple American Express Cards obligate the Company under the Policy in excess of the highest amount payable under one such Card, as stated in the Benefits Amounts, for any one Loss sustained by any one individual Covered Person as a result of any one accident. For the purpose of the policy, unless otherwise specified, American Express® Card shall include the Personal Card, Gold Card, Corporate Card, Treasurers Card, Business Travel Account, Platinum Card, Gold Corporate Card, Credit Card, Commercial Account, Gold Membership Miles and other American Express Cards or Accounts as may be introduced worldwide. No person will be eligible for benefits under the Treasurers Card of Business Travel Account eligibility class unless the fare for a trip he or she takes is actually charged to the Treasurers Card or Business Travel Account.

## Description of Benefits

**Common Carrier Benefit:** This benefit is payable if the Covered Person sustains an injury as a result of:

**a.** an accident which occurs while riding solely as a passenger in or boarding or alighting from a Common Carrier Conveyance for a Covered Trip; or **b.** being struck by such Common Carrier Conveyance

**Common Carrier Conveyance** means an air, land or water vehicle (other than a rental vehicle) operated by a common carrier licensed to carry passengers for hire (including taxis).

A trip is a **Covered Trip** if:

1. it is a trip taken by the Covered Person between the Point of Departure and the Final Destination as shown on the Covered Person's ticket; and 2. the Covered Person's entire fare for such trip has been charged to the American Express International Dollar Platinum Card prior to any injury.

## Additional Benefits

**1. Airport Transportation Benefit:** If a Scheduled Airline ticket is purchased for a Covered Trip prior to the covered Person's departure for the airport, this Benefit is payable if the covered Person sustains injury while riding as a passenger in a land Common Carrier Conveyance, rental car or a scheduled helicopter operated as a Common Carrier Conveyance, but only: **a.** when going directly to an airport for the purpose of boarding an aircraft for a Covered Trip; or **b.** when leaving directly from an airport after alighting from an aircraft from a Covered Trip.

**Scheduled Airline** means an airline listed in the Official Airline Guide or ABC World Airways Guide where the air carrier holds a certificate, license or similar authorization for Scheduled air transportation issued by the relevant authorities in the Country in which the aircraft is registered and, in accordance with such authorization, maintains and publishes schedules and tariffs for passenger service between named airports at regular and specific times.

**2. Airport Premises Benefit:** If a Scheduled Airline ticket is purchased for a Covered Trip prior to boarding, this Benefit is payable if the Covered Person sustains any injury while upon any airport premises designated for passenger use, but only when the Covered Person is upon such premises immediately before boarding, or immediately after alighting from, an aircraft from a Covered Trip.

## Exposure and Disappearance

If the Covered Person is unavoidably exposed to the elements because of an accident on a Covered Trip which results in disappearance, sinking or wrecking of a Common Carrier Conveyance, and as a result of such exposure, the Covered Person suffers a Loss for which benefits are otherwise payable under the Policy, such Loss will be covered under the Policy.

If the Covered Person disappears because of an accident on a Covered Trip which results in the disappearance, sinking or wrecking of a Common Carrier Conveyance, and if the Covered Person's body has not been found within 52 weeks after the date of such accident, it will be presumed, subject to there being no evidence to the contrary, that the Covered Person suffered Loss of Life as a result of injury covered by the Policy.

## Coverage Requirements

A Covered Person will be fully insured for benefits under the Policy while taking a trip on a Common Carrier Conveyance only when the entire fare has been charged to the American Express International Dollar Platinum Card. However, in no event will a person be insured under the Business Travel Account eligibility class unless the fare for the trip

he or she takes is actually charged to the Business Travel Account.

## On-Board Ticketing

In the event of a Covered Person suffers a Loss on-board a Scheduled Airline flight for which the airline sells tickets onboard the flight and the Covered Person has not purchased his or her ticket by changing the ticket to an American Express Card prior to boarding the flight, then the Company will evaluate and pay such Loss where it can be established that no other form of payment was used for the flight in question.

However, a flight is not a Covered Trip under a Business Travel Account eligibility class unless the fare for such trip has actually been charged to the Business Travel Account prior to the flight.

**Premium** The premium for this coverage is paid for by American Express.

## Exclusions

The Policy does not cover any Loss caused or contributed to by (1) suicide or self-destruction or any attempt threat; (2) war or any act of war whether declared or undeclared; (3) injury to which a contributory cause was the commission of or attempt to commit, an illegal act by or on behalf of the Covered Person or his or her beneficiaries; (4) injury received while serving as an operator or crew member of any conveyance.

## Claims

Notice of claim must be given to **Indemnity Insurance Company of North America**, by phone at 1-305-670-9935 or by fax at 1-305-670-9583, within 20 days after the occurrence or commencement of any Loss covered by the Policy, or as soon thereafter as reasonably possible. Benefits will be payable upon receipt of due written proof, as required by the Company, of a legitimate covered Loss.

## Payment of Claims

Benefits will be paid to the surviving person or equally to the beneficiaries in the first of the following classes of successive preference beneficiaries in which there is a living member:

1. the Covered Person's spouse; 2. his or her children, including legally adopted children; 3. his or her parents; 4. his or her brothers or sisters; 5. his or her estate.

In determining such person or persons, the Company may rely upon an affidavit by a member of any of the classes of preference beneficiaries described above. Payment based upon any such affidavit shall fully discharge the Company from all obligations under the Policy. Any amount payable to a minor may be paid to the minor's legal guardian. Benefits for all other Losses sustained by a Covered Person will be paid to the Covered Person, if living, otherwise to the beneficiaries.

The beneficiaries described herein are subject to all of the terms and conditions of the Policy which is held by American Express. This Description of Coverage replaces any prior Description of Coverage which may have been furnished in connection with the Policy.

## Platinum Travel Assistance

At American Express we understand that peace of mind is key when you travel. That's why we have partnered with AXA Assistance to provide you with Platinum Travel Assistance, with benefits and coverage that accompany you and your Additional Card Members wherever your journeys may take you.

## Medical Assistance

Should you have a medical emergency while traveling, Platinum Travel Assistance can provide you with medical assistance in consultation with local

treating physicians. Medical visits to your hotel can also be arranged, depending on the circumstances and the resources available in each country. This comprehensive assistance program includes the following coverage per trip.\*

- Emergency medical transportation up to \$100,000
- Emergency medical services up to \$20,000
- Emergency dental treatment up to \$1,000
- Prescription expenses up to \$1,000
- Hospitalization arrangements
- Coordination of arrangements for surgery when necessary
- Medical monitoring
- Intensive Therapy or Coronary Care arrangements
- Emergency message relay

## Legal Referral and Assistance

In the case of a car accident, traffic violation and other civil offenses Platinum Travel Assistance can put you in contact with a lawyer in the country in which you are traveling. Should you need legal defense, Platinum Travel Assistance will provide legal assistance in the form of advanced legal and bail fees, up to US\$10,000 per trip. All legal assistance funds advanced will be charged to your Platinum Card account automatically.

## Baggage Assistance and Compensation

In the event that your checked baggage is lost by a commercial carrier, Platinum Travel Assistance will make every effort to track down your missing luggage and keep you posted on their progress. Should Platinum Travel Assistance not be able to recover your luggage, you will be reimbursed up to a maximum of US\$1,200 per trip.

## General Definitions

### Platinum Travel Assistance Program

The Travel Assistance services are provided by AXA Assistance, a division of the AXA Group, are given the name of Platinum Travel Assistance and are valid only for American Express International Dollar Platinum Card Members or the Additional Card Members. The Platinum Travel Assistance services will be valid only during the time in which the American Express Platinum Card account continues active and in good standing.

The use of the Platinum Travel Assistance Service implies that the basic Card member and/or Beneficiary understands and accepts the following General Conditions.

The following general terms and conditions are in effect when services are provided by AXA Assistance and/or vendors and providers through which services are coordinated on behalf of the Beneficiary while traveling outside of his or her country of permanent residence or when 100 KMs away from home.\* Depending on the case, different coverage may apply. The coverage provided by AXA Assistance is restricted to emergent situations that arise directly and independently of all other causes, resulting in external bodily injury, of violent and/or accidental means or of a medical condition which is sudden, unanticipated and urgent which requires immediate medical or surgical evaluation or treatment to provide relief of acute pain and suffering.

### General Conditions for Overseas Travel Assistance

**1.1. Beneficiary Benefits:** All basic and/or additional Card Members of an American Express Platinum Card will be considered a Beneficiary of this service. **1.2. Residence of Covered Beneficiaries:** Beneficiaries must have his/her permanent address of residence within one of the following countries in the Latin American and Caribbean region in order to be eligible for the services described herein.

Anguilla, Antigua, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Bonaire, Brazil, Cayman Islands, Chile, Colombia, Costa Rica, Curacao, Dominican Republic, Ecuador, El Salvador, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Martinique, Mexico, Nicaragua, Panama, Paraguay, Peru, St. Barths, St. Croix, St. Kitts, St. Lucia, St. Maarten, St. Thomas, St. Vincent, Suriname, Tortola, Trinidad & Tobago, Turks & Caicos, Uruguay, Venezuela. **I.3. Term of Coverage:** Coverage for any travel outside of the country is limited to 120 days per trip, although the number of foreign trips is unlimited. The effective date of the membership must be prior or equal to the beginning date of any trip. **I.4. Area of Coverage:** AXA Assistance's services are available worldwide, with the exception of those countries and territories which may be involved in an international or internal conflict or in those countries and territories where the existing infrastructure is deemed inadequate by AXA Assistance to guarantee service. The Beneficiary should contact AXA Assistance prior to embarking on a covered trip to confirm whether or not services are available at his/her destination(s). **I.5. Card Member's Obligations:** In order to be eligible for assistance services, the Beneficiary must: **I.5.a.** Immediately notify AXA Assistance before incurring any expense related to the emergency. If due to the circumstances, AXA Assistance cannot be notified immediately, the Beneficiary must still notify AXA Assistance within 48 hours of incurring expenses. **I.5.b.** Indicate his/her name, age, membership number and validity dates, international date of departure, as well as his/her current location and phone number. **I.5.c.** Describe the nature of the emergency or his/her problem encountered and the type of assistance needed. **I.5.d.** Adhere to the solutions proposed by AXA Assistance, or its agents on sight. **I.5.e.** Allow the Medical Department or Assistance coordinators at AXA Assistance, USA access to complete medical history. **I.5.f.** In case facts mentioned in paragraph I.5. of this chapter occurred, any original invoice or receipt of any expenses should be provided as well as who rendered the service received. **I.5.g.** In the event AXA Assistance takes in charge the expenses of a trip, the Beneficiary must keep the unused portion of the original ticket.

#### **Travel Assistance Services Included**

**II.1.** In the case of a medical emergency or sudden illness which occurs overseas and impedes the completion of the trip, AXA Assistance must be advised about the incident as soon as possible, so it will coordinate the necessary contacts through its Medical department. The services include: **II.1.a. Medical Assistance:** Coordinated through AXA Assistance Medical Department, consultation with specialists or at home visits may be arranged, as dictated by the circumstances and resources available in each country. **II.1.b. Additional Services:** Radiology, special examinations, tests ordered by AXA Assistance, its agents or Medical Department. **II.1.c. Hospitalization:** Coordination of arrangements for a Beneficiary's hospitalization in the most adequate health facility or in a hospital closer to the Beneficiary's residence, as deemed necessary by AXA Assistance Medical Department. **II.1.d. Surgical Intervention:** Coordination of arrangements for surgery when deemed necessary by AXA Assistance Medical Department, its representatives, and/or the treating physician. **II.1.e. Intensive Therapy or Coronary Care:** These services may be arranged when deemed necessary by the AXA Assistance Medical Department in conjunction with a treating physician. **II.1.f. Dental Assistance:** Accidental injury to sound, natural teeth, which requires immediate treatment for the temporary relief of acute pain and suffering. Dental services are available to the Beneficiary up to a maximum amount of US\$1,000 per trip or its equivalent in local currency. Any dental prostheses or orthodontic treatment which is not related to an accidental injury is excluded. **II.1.g. Prescriptions:** AXA Assistance shall reimburse the Beneficiary to a maximum amount of US\$1,000 per covered trip, or its equivalent in local currency per trip, for out-of-pocket prescription expenses relating to a covered illness or covered accident. **II.1.h. Medical Evacuation/Repatriation:** If AXA Assistance's designated physician determines that the Beneficiary must be transported to another medical facility to receive medical care, then AXA Assistance will arrange and pay for the transfer. AXA Assistance's designated physician will make the final decision regarding the date, time and means used to transport the Beneficiary. The medical evacuation maximum amount is limited to an aggregate of US\$100,000 per Beneficiary. If upon completion of emergency medical treatment at the local facility it is medically necessary to transport the Beneficiary to his or her country of permanent residence,

AXA Assistance will make all arrangements and cover the cost of the transport. **II.1.i. Emergency Medical**

**Expenses:** The maximum amount of eligible emergency medical services payable per Beneficiary per covered incidence are: US\$20,000 or its equivalent amount in local currency, per trip. **II.2. Legal Assistance:** If a Beneficiary is involved in an accident while overseas and needs legal defense, AXA Assistance will advance legal and bail fees up to an aggregate per trip of US\$10,000 or its equivalent in local currency.

All funds advanced by AXA Assistance will be automatically charged to the Beneficiary's American Express Platinum Card. **II.3. Emergency Message Relay:** AXA Assistance will transmit urgent messages to the Beneficiary's family member in the home country in emergency situations. **II.4. Baggage Retrieval:** If the Beneficiary loses baggage that was checked and in the possession of a commercial carrier, AXA Assistance will utilize all reasonable means to track down the missing luggage and to update the Beneficiary. **II.5. Lost Baggage:** In the event that the Beneficiary's checked baggage is lost by a common carrier and AXA Assistance is not able to recover it, AXA Assistance will proceed to reimburse the Beneficiary provided that the following conditions are met:

**II.5.a.** That the baggage has been lost by a common air carrier or cruise line during an international trip.

**II.5.b.** Coverage applies to total loss of luggage, and to the entire piece of luggage. **II.5.c.** Covered luggage is that which is booked on the same flight, bus, train, or cruiseship as that of the Beneficiary.

A formal declaration of loss must be filed with the common carrier. Forms must include flight number, vessel number and/or bill of lading and baggage check number. AXA Assistance will verify validity of all documentation to determine if coverage applies.

**II.5.d.** That an initial claim has been filed with the common carrier and AXA Assistance's coverage is in excess or secondary to the reimbursement provided by the carrier. **II.5.e.** That the baggage was lost from the time it was formally entrusted to the commercial carrier for transport to the moment the Beneficiary went to retrieve it at the baggage claim.

**In case you need assistance, please call: 1-866-274-3547 or 1-312-935-3798 (collect).**

**\* Note:** *While traveling 100 KMs away from home in the same country of residence, only the Medical Transportation coverage is available.*