

MASTERCARD PLATINUM CARDS

TERMS & CONDITIONS

1st April 2020 to 31st March 2021

SUMMARY OF COVER

Cards Covered	Mastercard Platinum Credit Cards Mastercard Platinum Debit Cards (Pakistan Only)		
Territories	Bahrain Kuwait Pakistan	Egypt Lebanon Qatar	Jordan Oman United Arab Emirates

Insurance Coverage	Maximum Benefit Amount (USD)
Purchase Protection	Per occurrence: 2,000 Annual Aggregate: 5,000

Each insurance benefit limit described in this Guide is in United States Dollars (USD). Payment of claims will be made in local currency where required by law using the official Foreign Exchange Rates published on the date Claim payment is made.

SECTION I GENERAL DEFINITIONS

Terms with a specific meaning are defined below and have this meaning wherever they appear with an initial capital letter.

Accidental Damage means items that can no longer perform the function they were intended for due to broken parts or material or structural failures due to an accident.

Annual Aggregate Limit means the maximum amount of benefit per Cardholder available during the Policy Period.

Cardholders/Insured Persons means all individuals who have been issued an Eligible Card, including secondary or additional cardholders on the same account, in the Territory and where such Eligible Card is issued by a participating Issuer.

Covered Purchases means items, other than those listed in Section III Exclusions, purchased entirely with the Eligible Card and/or have been acquired with points earned by a Rewards Program associated with the Eligible Card.

Eligible Card means a participating Issuer's Mastercard credit or debit cards in the Territory.

Eligible Cardholders means those Cardholders with Eligible Cards that are valid, open and in good standing (not cancelled, suspended or delinquent) at the time of claim who shall be entitled to receive payment or such other benefit as is provided for in this Purchase Protection Insurance Certificate.

Insurer means the local Insurer for each Territory.

Issuer means a bank or financial institution or like entity that is authorized by Mastercard to operate a Mastercard credit card program in the Territory and is participating in the Purchase Protection offering to Cardholders.

Mysterious Disappearance means the loss of Covered Purchases under unknown circumstances.

Per Occurrence Limit means the maximum amount of benefit available under the Purchase Protection Insurance for any single Covered Purchase.

Policy Period means 1st April 2020 to 31st March 2021.

Territory or Territories means the country/countries where the Mastercard was issued. Territories include Bahrain, Egypt, Jordan, Kuwait, Lebanon, Oman, Pakistan, Qatar and United Arab Emirates.

Theft means the illegal act of taking a Covered Purchase belonging to the Insured Person without their consent, with intent to deprive him/her of its value.

SECTION II COVERAGE

The Insurer will pay for loss of Covered Purchases due to Accidental Damage or Theft, occurring within one hundred eighty (180) days from the date of purchase as indicated on the store receipt, up to the Per Occurrence Limit, and subject to the Annual Aggregate Limit per Cardholder.

- Covered Purchases given as gifts are covered.
- Covered Purchases include internet purchases.
- Covered Purchases do not have to be registered.

SECTION III EXCLUSIONS

This plan of insurance does not provide coverage for any of the following:

1. any motor vehicle, airplanes, drones, boats, automobiles and motorcycles and any equipment, parts or accessories;
2. permanent fixtures, including but not limited to carpeting, flooring, tile, air conditioners, refrigerators, or heaters;
3. travelers check(s), cash, tickets of any kind, negotiable instruments, bullion, rare or precious coins or stamps;
4. art, antiques, collectable items, furs, jewelry, gems, precious stones and fragile items;
5. consumables or perishables;
6. plants or animals;

7. hazardous materials and any item banned in the Territory;
8. access to internet websites, mobile applications, software or data files downloaded from the internet including but not limited to music files, photos, reading materials, books and movies; or reinstatement or recovery thereof;
9. used, rebuilt, refurbished, or remanufactured items at the time of purchase;
10. Mysterious Disappearance;
11. items rented out, rented or leased; items purchased for resale, professional, or commercial use;
12. services, shipping, handling, installation or assembly costs;
13. Losses occurring to item(s) you purchased online prior to your taking possession of such item(s);
14. items damaged through alteration (including cutting, sawing, and shaping);
15. items left unattended in a place to which the general public has access;
16. any item confiscated by government authorities;
17. losses caused by abuse, willful damage, vermin and insect infestation, wear and tear, inherent product defect, mechanical or electrical failure, nuclear, biological or chemical event, terrorism or war.

SECTION IV CONDITIONS

1. It is the Insurer's discretion to decide whether to replace the item or to reimburse the original purchase price less any rebates, discounts or rewards points.
2. Covered Purchases that are a pair or a set will be limited to the cost of replacement of the specific item if replaceable; otherwise, the value of the pair or set will be covered, not to exceed the Per Occurrence Limit.

SECTION V UNIFORM PROVISIONS

1. Notice of Claim: Written notice of claim must be given no later than ninety (90) days from the date of the incident. Failure to give notice within ninety (90) days from the date of the incident may result in a denial of the claim.

To file a claim, log on to:

<https://www.mcpeaceofmind.com/Platinum>

2. Proof of Loss:

The Cardholder must provide:

- a) a completed claim form
- b) copy of purchase receipt showing payment of the item was made entirely with the Eligible Card;
- c) For theft claims, official copies of the police report within thirty (30) days of incident;
- d) any other documents we may ask you to provide.

****Cardholders may be required to send in the damaged item(s), at their expense, for further evaluation of the claim.***

3. Payment of Claims: All benefits will be paid by the Insurer to the Eligible Cardholders. Payment of any indemnity shall be subject to the laws and governmental regulations then in effect in the Territory.

4. Fraudulent Claims: If the claim is in any respect fraudulent all benefits in respect of such claim shall be forfeited.

5. Governing Law and Jurisdiction: This purchase protection insurance, its eligibility and any terms and conditions are to be interpreted according to the laws of the Territory where the Mastercard card was issued. Any dispute will be subject to the jurisdiction of the competent courts of the respective Territory.

6. Sanctions: If, by virtue of any law or regulation which is applicable to an Insurer, its parent company or its ultimate controlling entity, at the inception of this Policy or at any time thereafter, providing coverage to the Insured is or would be unlawful because it breaches an applicable embargo or sanction, that Insurer shall provide no coverage and have no liability whatsoever nor provide any defense to the Insured or make any payment of defense costs or provide any form of security on behalf of the Insured, to the extent that it would be in breach of such embargo or sanction.

7. Data Disclosure: By entering into this contract of insurance, You consent to the Insurer processing data relating to You for providing insurance products and services, legal, administrative and management purposes and in particular to the processing of any sensitive personal data relating to You.

You consent to the Insurer making such information available to third parties including but not limited to any Group Company, those who provide products or services to the Insurer or any Group Company, and regulatory authorities, within and outside Your country of domicile.

List of Insurers:

Customer Service Timings: 10:00am to 6:00pm, from Saturday to Thursday (UAE Time)

Languages Supported: English / Arabic

Email address: MEA.Mastercard@aig.com

Bahrain:

BAHRAIN KUWAIT INSURANCE (BSC)

BKIC Tower 2775, road 2835

Block 428, Seef District

Kingdom of Bahrain

Tel: +97317582689 or 8000 6604

Egypt:

AIG EGYPT INSURANCE COMPANY S.A.E.

44 Abdel Moniem Riad Street, 1st floor

Mohandessin, Giza, Egypt

Toll free: 08000009473 Fax: +20 2 3308 2010

Jordan:

ARAB ORIENT INSURANCE COMPANY

Jabal Amman, Abdul Menem Riyadh Street

P.O.Box 213590, Amman 11121 – Jordan

Tel: (+962) 6 56233000 Fax: (+962) 6 5654551

Kuwait:

AIG MEA Limited (Kuwait Branch)

Al-Kharafi Tower, 5th Floor,

Hamad Al Saqr Street, Al-Qibla

Kuwait City, Kuwait

Tel: +965-9-9993142 Fax: +965 2247 4264

Lebanon:

AIG LEBANON S.A.L.

Beirut Central District,

Uruguay street, Off Fosch Street

Mcattaf Building - 2nd floor

P. O. Box 13-5459 – Beirut, Lebanon

Tel: +961-1-788134 Fax: +961 - 1 990 128

Oman:

Oman Insurance Company (Oman Branch)

P.C. 114, Hai Al Mina

P.O. Box 1201, Muscat, Sultanate of Oman

Toll free: 80077174

Pakistan:

JUBILEE GENERAL INSURANCE CO. LTD.

2nd Floor, Jubilee Insurance House

II Chandigarh Road, Karachi 74000, Pakistan

Tel: +92 21 3241 6022 to 26

Qatar:

AIG MEA Limited (QFC Branch)

4th floor, Qatar Financial Centre Tower, West Bay

P. O. Box 23043, Doha, Qatar

Tel: +974-44967441 Fax: +974-44967411

United Arab Emirates:

AMERICAN HOME ASSURANCE COMPANY (DUBAI BR.)

The H Hotel – Complex, Trade Centre First, 27th Floor

P.O. Box 40569, Dubai, UAE

Tel: +971 – 4 -5096103 Fax: +971 – 4 -352 2186

Toll free: 800035704308