

# GUIDE TO BENEFITS



# Important Information about your Travel & Purchase Protection Benefits

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Your Guide to Benefits describes the benefit that is in effect as of 10/01/24. Information in this guide takes the place of any prior benefit and benefit description you may have previously received. Your effective date of eligibility is determined by Chase.

Please keep the guide with your account information for future reference and call the benefit administrator if you have any questions before taking advantage of the benefit.

If you have any questions please call **1-800-349-4814** or if you are outside the U.S., call collect at **001-214-503-2951**.

# Auto Rental Coverage

This benefit provides reimbursement for damages caused by theft or collision of the Rental Vehicle up to **\$60,000**. Coverage is available worldwide.

You are covered when You use a Covered Card Account and/or redeemable Rewards, to initiate and complete the entire Rental Vehicle transaction. Only You, as the primary renter of the Rental Vehicle, and any additional drivers permitted by the Rental Car Agreement are covered.

## What's Covered?

This benefit covers theft, damage, valid loss-of-use charges imposed and substantiated by the Rental Agency, administrative fees, and reasonable and customary towing charges (due to a covered theft or damage) to the nearest qualified repair facility. No other type of loss is covered. For example, in the event of a collision involving the Rental Vehicle, damage to any other driver's car, the injury of anyone, or damage to anything is not covered. Rental periods up to thirty-one (31) consecutive days are covered.

## How Does This Benefit Work?

In the United States, if the Rental Vehicle is for commercial and/or business purposes the coverage provided by this benefit is primary. If the Rental Vehicle is not rented for commercial and/or business purposes and is instead rented for personal reasons, this benefit provides secondary coverage and would be excess and supplemental to any other insurance available. If You do not have personal automobile insurance or any other insurance, this coverage acts as primary. Outside the United States, where this benefit is available, the coverage provided is primary.

## How Do You Use This Benefit?

1. Use a Covered Card Account and/or redeemable Rewards to initiate and complete the entire Rental Vehicle transaction.
2. Review the Rental Car Agreement and decline the Rental Agency's collision damage waiver/loss damage waiver (CDW/LDW) option or a similar provision. Accepting the Rental Agency's CDW/LDW coverage will cancel out this benefit. If the Rental Agency, outside of the United States, will not allow You to decline their CDW/LDW coverage, then this benefit is secondary to the Rental Agency's CDW/LDW coverage.
3. Some countries or Rental Agencies require a letter of coverage. Please check with the Rental Agency before You go. If a letter of coverage is required visit **chasecardbenefits.com** or call **1-800-349-4814**.

Before driving out of the lot, check the Rental Vehicle for any prior damage and bring any damage You identify to the attention of the Rental Agency.

This benefit is in effect during the time the Rental Vehicle is in Your (or an authorized driver's) control, and terminates when the Rental Agency reassumes control of the Rental Vehicle.

## What Vehicles Are Not Covered?

Certain vehicles are not covered by this benefit, including: exotic vehicles or any vehicle with a dealer or manufacturer's suggested retail price greater than \$125,000, and antique cars (cars over twenty (20) years old or that have not been manufactured for ten (10) years or more), cargo vans, trucks (other than pick-ups),

motorcycles, mopeds, motorbikes, limousines and vehicles that are rented with a driver, recreational vehicles, and passenger vans with seating for more than twelve (12) people including the driver.

Examples of exotic car brands not covered include but are not limited to Aston Martin, Bentley, Bugatti, Ferrari, Koenigsegg, Lamborghini, Lotus, Maybach, McLaren, Pagani, and Rolls Royce.

## **Wondering if a vehicle is covered?**

Call **1-800-349-4814**

## **What's Not Covered?**

This benefit does not apply to the following:

- Any obligation assumed under any agreement (other than the deductible on a personal auto policy)
- Any violation of the Rental Car Agreement or the terms of this benefit
- Injury of anyone, including You, or damage to anything, inside or outside the Rental Vehicle
- Loss or theft of personal belongings
- Personal liability
- Expenses assumed, waived or paid by the Rental Agency or its insurer
- The cost of any insurance or collision damage waiver offered by or purchased through the Rental Agency
- Depreciation of the Rental Vehicle caused by the incident including, but not limited to, "diminished value"
- Expenses reimbursable by an insurer, employer, or employer's insurance
- Theft or damage due to intentional acts or due to the driver(s) being under the influence of alcohol, intoxicants, or drugs, or due to contraband, or illegal activities
- Wear and tear, gradual deterioration, or mechanical breakdown
- Items not installed by the original manufacturer
- Damage due to off-road operation of the Rental Vehicle
- Theft or damage due to hostility of any kind (including, but not limited to, war, invasion, rebellion, insurrection, or terrorist activities)
- Confiscation by authorities
- Vehicles that do not meet the definition of Rental Vehicle
- Rental periods that either exceed or are intended to exceed thirty-one (31) days
- Leases and mini leases
- Theft or damage resulting from Your and/or an authorized driver's lack of reasonable care in protecting the Rental Vehicle before and/or after damage or theft occurs (for example, leaving the car running and unattended)
- Vehicles that are not rented from a Rental Agency
- Damage to the interior bed of a pick-up truck unless such damage is caused by or the result of a covered loss, such as theft or collision
- The Rental Vehicle is rented through a car sharing company that allows individuals to rent out their own vehicle

## **How Do You File a Claim?**

It is Your responsibility to make every effort to protect the Rental Vehicle from damage or theft. If You have an accident or the

Rental Vehicle has been stolen, please follow the steps below and pay close attention to the deadlines to make sure You remain eligible for coverage:

1. Visit **chasecardbenefits.com** or call **1-800-349-4814** to report the theft or damage, regardless of who is at fault and whether Your liability has been established, as soon as reasonably possible but no later than one hundred (100) days from the date of the incident even if all required documentation is not yet available. Any claim containing charges that would not have been included if notification occurred before the expenses were incurred may be declined, so it is important to notify Us immediately after an incident. Reporting to any other person will not fulfill this obligation.
2. We will ask You a few questions and advise You what documentation is needed. The requested documents must be submitted within three hundred sixty-five (365) days of the damage or theft of the Rental Vehicle or as soon as reasonably possible.

## Documents You May Need to Provide

When You file a claim, We will provide the details, but generally You should be prepared to send:

- Copy of the accident report form
- Copy of the initial and final Rental Car Agreement (front and back)
- Copy of the repair estimate and itemized repair bill
- Two (2) photographs of the damaged Rental Vehicle, if available
- Police report, if filed
- Copy of the demand letter indicating the costs You are responsible for and any amounts that have been paid toward the claim
- Covered Card Account statement (showing the last four (4) digits of the Account number) demonstrating that the payment for the rental transaction was made on Your Covered Card and/or with redeemable Rewards
- Statement from Your insurance carrier (and/or Your employer or employer's insurance carrier, if applicable), or other reimbursement showing the costs for which You are responsible and any amounts that have been paid toward the claim
- If You have no other applicable insurance or reimbursement, please provide a statement to that effect
- Copy of Your primary insurance policy's Declarations Page (if applicable) to confirm Your deductible; this is the document(s) in Your insurance policy that lists names, coverages, limits, effective dates, and deductibles
- Any other documentation required by Us to substantiate the claim

## Definitions

**Account** - the credit card Account issued by JPMorgan Chase Bank, N.A. and/or its affiliates

**Covered Card** - the credit card or Account that is eligible for benefits as designated by JPMorgan Chase Bank, N.A. and/or its affiliates

**Rental Agency** - a commercial rental company licensed under the laws of the applicable jurisdiction and whose primary business is renting automobiles

**Rental Car Agreement** - the entire contract an eligible renter receives when renting a Rental Vehicle from a Rental Agency which

describes in full all of the terms and conditions of the rental, as well as the responsibilities of all parties under the contract

**Rental Vehicle** - a land motor vehicle with four (4) or more wheels which the eligible renter has rented for the period of time shown on the Rental Car Agreement and is not identified as a non-covered vehicle herein

**Rewards** - points, miles, cash rewards, or any other type of redeemable Rewards associated with your Covered Card, provided that all Rewards have been accumulated by You through use of a JPMorgan Chase Bank, N.A. and/or its affiliates sponsored Rewards program

**We, Us and Our** - Virginia Surety Company, Inc., an Assurant company, the insurance company that provides these benefits for the Covered Card

**You and Your** - an individual to whom a Covered Card Account has been issued by JPMorgan Chase Bank, N.A. and/or its affiliates

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## Baggage Delay Insurance

This benefit provides reimbursement for the emergency purchase of essential personal items when the Covered Traveler's Checked Baggage is delayed while on a Trip. This benefit applies if the Covered Traveler's Checked Baggage is delayed or misdirected by the Common Carrier for more than six (6) hours from the time the Covered Traveler arrives at their destination. The maximum benefit is **\$100 per day** after the initial six (6) hour delay, and for each additional twenty-four (24) hour period, up to a maximum of **three (3) days**.

The Covered Traveler is covered when You charge all or a portion of the cost of the Common Carrier fare to Your Covered Card and/or use redeemable Rewards. Covered Travelers do not need to be traveling with You for benefits to apply.

### When is the Covered Traveler Covered?

Benefits begin on the Trip Departure Date and end on the Trip Completion Date.

There is no coverage when the Covered Traveler returns to their point of origin.

### What's Covered?

This benefit covers essential personal items that the Covered Traveler(s) may need when their baggage is delayed, such as toiletries, a change of clothes, and chargers for electronic devices (limit one per device).

### Please Pay Special Attention to These Conditions:

- Baggage delay must be reported to the Common Carrier to be eligible for this benefit.

This benefit is secondary and payable on an excess basis over and above any amount due from any other valid or collectible insurance or any other form of reimbursement payable by those responsible for the loss.

### What's Not Covered?

This benefit does not apply to the following:

- Hearing aids
- Artificial teeth, dental bridges, or prosthetic devices
- Tickets, documents, money, securities, checks, travelers checks, and valuable papers
- Business samples
- Jewelry and watches
- Cameras, video recorders, and other electronic equipment
- Recreational equipment, any equipment that is used to engage in a particular sport, hobby, game, excursion, or other recreational activity

The benefit does not apply to any loss caused by, or resulting from, directly or indirectly: War, undeclared war, civil war, insurrection, rebellion, revolution, warlike acts by a military force or personnel, any action taken in hindering or defending against any of these, the destruction or seizure of property for a military purpose, or any consequences of any of these acts. War does not include terrorism.

## How Do You File a Claim?

**The Covered Traveler should notify the airline (or other Common Carrier) before leaving the airport or station, and keep a copy of any report provided.**

Follow these steps to file a claim:

1. Visit **chasecardbenefits.com** or call **1-800-349-4814** within twenty (20) days of the date the Covered Traveler's Checked Baggage was delayed or as soon as reasonably possible.
2. We will ask You a few questions and let You know what documentation is needed. The requested documents must be submitted within ninety (90) days of the Checked Baggage being delayed or as soon as reasonably possible.

## Documents You May Need to Provide

When You file a claim, We will provide the details, but generally You should be prepared to send:

- Travel itinerary
- Covered Card Account statement (showing the last four (4) digits of the Account number) demonstrating that the payment for the Common Carrier fare was made on Your Covered Card and/or with redeemable Rewards
- Written confirmation of the baggage delay from the Common Carrier
- Copy of the settlement or denial from the Common Carrier
- Copies of itemized receipts for the purchase of essential items
- Any other documentation deemed necessary by Us to substantiate the claim

## Definitions

**Account** - the credit card Account issued by JPMorgan Chase Bank, N.A. and/or its affiliates

**Checked Baggage** - suitcases or personal belongings, for which a claim check has been issued to the Covered Traveler by a Common Carrier

**Common Carrier** - a mode of transportation that's licensed to transport any public passenger who pays a fare or buys a ticket, and is available on a regular schedule. Examples include planes, trains, ferries and cruise ships, but does not include taxis, car service, rental car, rideshare service, commuter rail or commuter bus lines

**Covered Card** - the credit card or Account that is eligible for benefits as designated by JPMorgan Chase Bank, N.A. and/or its affiliates

**Covered Traveler** - You, Your Family Member and person(s) employed by the company for which the Covered Card Account is issued

**Domestic Partner** - a committed relationship between two unmarried adults, in which the partners, (1) are each other's sole Domestic Partner, (2) maintain a common residence, (3) share at least one (1) of the following financial arrangements: a joint mortgage or lease, a joint bank account, joint title to or ownership of a motor vehicle or status as a joint lessee on a motor vehicle lease or a joint credit card account with a financial institution, (4) are not married or joined in a civil union to anyone else or are not the Domestic Partner of anyone else, and (5) are not blood related

**Family Member** - an individual's: spouse or Domestic Partner, and parents thereof; sons and daughters, including adopted children and stepchildren; legal guardians or wards; parents, including stepparents; brothers and sisters; grandparents and grandchildren; aunts or uncles; nieces or nephews; spouses or Domestic Partners of any individual of this definition

**Rewards** - points, miles, cash rewards, or any other type of redeemable Rewards associated with Your Covered Card, provided that all Rewards have been accumulated by You through use of a JPMorgan Chase Bank, N.A. and/or its affiliates sponsored Rewards program

**Trip** - any pre-paid travel when a portion or the entire cost of a round trip or one way Common Carrier fare was paid using the Covered Card and/or redeemable Rewards

**Trip Completion Date** - the date on which the Covered Traveler is scheduled to return to the point of origin or to a different final destination

**Trip Departure Date** - the date on which the Covered Traveler is scheduled to leave on the Trip

**We, Us and Our** - Virginia Surety Company, Inc., an Assurant company, the insurance company that provides these benefits for the Covered Card

**You and Your** - an individual to whom a Covered Card Account has been issued by JPMorgan Chase Bank, N.A. and/or its affiliates

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## Extended Warranty Protection

This benefit extends the original manufacturer's U.S. repair warranty coverage by **one (1) additional year**. If You received a store provided warranty or purchased a service contract, this coverage begins at the end of the cumulative warranties and service contract. If the original manufacturer's U.S. repair warranty or a combination of the original manufacturer's U.S. repair warranty, store provided warranty and a consumer purchased service contract exceeds three (3) years there would not be coverage under this benefit. In no event will coverage from the original manufacturer's U.S. repair warranty, store provided warranty or consumer purchased service contract and this coverage exceed four (4) years from the purchase date.

To be eligible for this benefit, the item must come with a valid original manufacturer's U.S. repair warranty and You must charge



all or a portion of the cost of the eligible item to Your Covered Card and/or use redeemable Rewards.

## What's Covered?

The benefit applies to purchases made both inside and outside the U.S. Eligible items given as gifts can also be covered.

Coverage is limited to the lesser of the following:

- The cost to repair the item
- The cost to replace the item with an item of like kind and quality
- The amount charged to the Covered Card and/or redeemable Rewards used (excluding shipping and handling)
- **\$10,000 per item** and a maximum of **\$50,000 per calendar year**

Note: Eligible purchases made with redeemable Rewards will be reimbursed in dollars.

We will decide whether to reimburse for the cost to have the item repaired or replaced, whichever is less. Maximum coverage limits apply.

If Your item is to be repaired, You may go to an authorized repair facility and file a claim for reimbursement. Only valid, customary and reasonable repairs made at the authorized repair facility are covered.

## How Does This Benefit Work?

The coverage begins at the end of the original manufacturer's U.S. repair warranty and provides one (1) year of coverage after it has expired. This benefit only covers what would have been covered under the original manufacturer's U.S. repair warranty.

If You received a store provided warranty or purchased a service contract, Our coverage begins at the expiration of the cumulative warranties and service contract. If the original manufacturer's U.S. repair warranty or a combination of the original manufacturer's U.S. repair warranty, store provided warranty and a consumer purchased service contract exceeds three (3) years there would not be coverage under this benefit.

Examples:

- On an original manufacturer's U.S. repair warranty of six (6) months, We would provide You with an additional twelve (12) months of coverage for a combined total of eighteen (18) months of coverage.
- On an original manufacturer's U.S. repair warranty of twelve (12) months, and a consumer purchased service contract of twenty-four (24) months, We would provide You with an additional twelve (12) months of coverage starting at the end of the consumer purchased service contract for a combined total of forty-eight (48) months of coverage.
- On an original manufacturer's U.S. repair warranty of six (6) months, and a consumer purchased service contract of thirty-six (36) months, there would be no extension of coverage under this benefit.

## How Can You Store Your Warranty?

When You purchase an eligible item that carries a warranty, You can store Your itemized sales receipt and warranty information online at **chasecardbenefits.com**. You can call **1-800-349-4814** for assistance uploading Your documentation.

If You choose not to utilize the warranty storage, be sure to keep Your monthly billing statement (showing the last four (4) digits of the

Account number) reflecting the purchase, the itemized sales receipt, and the warranty information in a safe place. These documents will be required to verify Your claim.

## What's Not Covered?

This benefit does not cover the following:

- Boats, automobiles, aircraft, and any other motorized vehicles and their motors, equipment, or accessories, including trailers and other items that can be towed by or attached to any motorized vehicle
- Any costs other than those specifically covered under the terms of the original manufacturer's U.S. repair warranty, as supplied by the original manufacturer
- Items purchased for resale
- Rented or leased items
- Computer software
- Medical equipment
- Used or pre-owned items (a refurbished item will be covered as long as it has a warranty with it and would not be considered used or pre-owned)

## How Do You File a Claim?

Follow these steps to file a claim:

1. Visit **chasecardbenefits.com** or call **1-800-349-4814** within ninety (90) days of product failure or as soon as reasonably possible.
2. We will ask You a few questions and advise You what documentation is needed. The requested documents must be submitted within one hundred twenty (120) days of the product failure or as soon as reasonably possible.

## Documents You May Need to Provide

When You file a claim, We will provide the details, but generally You should be prepared to send:

- Copy of the itemized sales receipt
- Covered Card Account statement (showing the last four (4) digits of the Account number) demonstrating that the payment for the item was made on Your Covered Card and/or with redeemable Rewards
- Copy of the valid original manufacturer's U.S. repair warranty, and any store provided warranty or consumer purchased service contract
- Description of the item, its serial number, and any other documentation deemed necessary to substantiate Your claim (this includes bills and, if necessary, a copy of the maintenance record and receipts)
- Original repair estimate or repair bill, indicating cause of failure
- Any other documentation deemed necessary by Us to substantiate the claim

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**Rewards** - points, miles, cash rewards, or any other type of redeemable Rewards associated with Your Covered Card, provided

that all Rewards have been accumulated by You through use of a JPMorgan Chase Bank, N.A. and/or its affiliates sponsored Rewards program

**We, Us and Our** - Virginia Surety Company, Inc., an Assurant company, the insurance company that provides these benefits for the Covered Card

**You and Your** - an individual to whom a Covered Card Account has been issued by JPMorgan Chase Bank, N.A. and/or its affiliates

EW\_BIZ\_\$10K ITEM\_\$50K YR\_20240311

## Lost Luggage Reimbursement

This benefit provides reimbursement for the difference between the actual cash value (replacement cost less depreciation) and any reimbursement provided by the Common Carrier for the costs the Covered Traveler incurs to repair or replace their Checked Baggage, Carry-On Baggage, and/or personal property contained within that is lost, damaged, or stolen. The maximum benefit is **\$3,000 per Covered Traveler per Trip** (additionally, New York residents are limited to \$2,000 per bag and \$10,000 for all Covered Travelers per Trip). The maximum benefit per Covered Traveler per Trip includes a **sub-limit up to \$500 for jewelry and watches and a sub-limit up to \$500 for cameras and other electronic equipment**. The benefit amounts for jewelry, watches, cameras, and other electronic equipment are part of and not in addition to the maximum benefit amount. Payment of these benefit amounts reduces and does not increase the maximum benefit.

**Items the Covered Traveler inadvertently leaves behind on the Common Carrier are not considered lost or stolen.**

The Covered Traveler is covered when You charge all or a portion of the cost of the Common Carrier fare to Your Covered Card and/or use redeemable Rewards. Covered Travelers do not need to be traveling with You for benefits to apply.

Coverage for Checked Baggage begins when baggage is checked in and is under the care and control of the Common Carrier and ends when baggage has been retrieved by the Covered Traveler from the Common Carrier pick up area.

Coverage for Carry-On Baggage begins when the Covered Traveler boards the Common Carrier and ends when the Covered Traveler exits the Common Carrier.

### **Please Pay Special Attention to These Conditions:**

- If the Covered Traveler's Checked Baggage is lost, stolen, or damaged by the Common Carrier, the loss must be reported to the Common Carrier (within their required timeframe for notification) to be eligible for this benefit.
- If the Covered Traveler's Carry-On Baggage is lost, stolen, or damaged while on the Common Carrier, it must be reported to the Common Carrier as soon as the Covered Traveler exits the Common Carrier.

This benefit is secondary and payable on an excess basis over and above any amount due from any other valid or collectible insurance or any other form of reimbursement payable by those responsible for the loss.

## What's Not Covered?

This benefit does not apply to loss or theft of the following:

- Items that have been removed from Carry-On Baggage by the Covered Traveler and inadvertently left behind on the Common Carrier
- Documents or valuable papers
- Money
- Securities
- Tickets
- Checks
- Travelers' checks
- Furs

This benefit does not apply to any loss caused by, or resulting from, directly or indirectly: War, undeclared war, civil war, insurrection, rebellion, revolution, warlike acts by a military force or personnel, any action taken in hindering or defending against any of these, the destruction or seizure of property for a military purpose, or any consequences of any of these acts. War does not include terrorism.

## How Do You File a Claim?

**The Covered Traveler should notify the airline (or other Common Carrier) before leaving the airport or station, and keep a copy of any report provided.**

Follow these steps to file a claim:

1. Visit **chasecardbenefits.com** or call **1-800-349-4814** within twenty (20) days of the date the Covered Traveler's baggage was lost, damaged, or stolen or as soon as reasonably possible.
2. We will ask You a few questions, and let You know what documentation is needed. The requested documents must be submitted within ninety (90) days of the baggage being lost, damaged, or stolen or as soon as reasonably possible.

## Documents You May Need to Provide

When You file a claim, We will provide the details, but generally You should be prepared to send:

- Travel itinerary
- Covered Card Account statement (showing the last four (4) digits of the Account number) demonstrating that the payment for the Common Carrier fare was made on Your Covered Card and/or with redeemable Rewards
- Written confirmation that the claim was filed with the Common Carrier
- Copy of the settlement or denial from the Common Carrier
- Copies of original receipts
- Copies of itemized receipts for the purchase of replacement items
- Any other documentation deemed necessary by Us to substantiate the claim

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**Carry-On Baggage** - baggage which the Covered Traveler personally carries onto the Common Carrier and for which the Covered Traveler retains responsibility

**Checked Baggage** - suitcases or personal belongings, for which a claim check has been issued to the Covered Traveler by a Common Carrier

**Common Carrier** - a mode of transportation that's licensed to transport any public passenger who pays a fare or buys a ticket, and is available on a regular schedule. Examples include planes, trains, ferries and cruise ships, but does not include taxis, car service, rental car, rideshare service, commuter rail or commuter bus lines

**Covered Card** - the credit card or Account that is eligible for benefits as designated by JPMorgan Chase Bank, N.A. and/or its affiliates

**Covered Traveler** - You, Your Family Member and person(s) employed by the company for which the Covered Card Account is issued

**Domestic Partner** - a committed relationship between two unmarried adults, in which the partners, (1) are each other's sole Domestic Partner, (2) maintain a common residence, (3) share at least one (1) of the following financial arrangements: a joint mortgage or lease, a joint bank account, joint title to or ownership of a motor vehicle or status as a joint lessee on a motor vehicle lease or a joint credit card account with a financial institution, (4) are not married or joined in a civil union to anyone else or are not the Domestic Partner of anyone else, and (5) are not blood related

**Family Member** - an individual's: spouse or Domestic Partner, and parents thereof; sons and daughters, including adopted children and stepchildren; legal guardians or wards; parents, including stepparents; brothers and sisters; grandparents and grandchildren; aunts or uncles; nieces or nephews; spouses or Domestic Partners of any individual of this definition

**Rewards** - points, miles, cash rewards, or any other type of redeemable Rewards associated with Your Covered Card, provided that all Rewards have been accumulated by You through use of a JPMorgan Chase Bank, N.A. and/or its affiliates sponsored Rewards program

**Trip** - any pre-paid travel when a portion or the entire cost of a round trip or one way Common Carrier fare was paid using the Covered Card and/or redeemable Rewards

**We, Us and Our** - Virginia Surety Company, Inc., an Assurant company, the insurance company that provides these benefits for the Covered Card

**You and Your** - an individual to whom a Covered Card Account has been issued by JPMorgan Chase Bank, N.A. and/or its affiliates

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## Purchase Protection

This benefit protects an item You purchase against theft, damage, or Involuntary and Accidental Parting within **one hundred twenty (120) days** (ninety (90) days for New York residents) from the date of purchase. You are eligible for this benefit when You charge all or a portion of the cost of the eligible item to Your Covered Card and/or use redeemable Rewards.

### What's Covered?

The benefit applies to purchases made both inside and outside the U.S. Eligible items given as gifts can also be covered.

Coverage is limited to the lesser of the following:

- The cost to repair item
- The cost to replace the item with an item of like kind and quality
- The amount charged to the Covered Card and/or redeemable Rewards used (excluding shipping and handling)
- **\$10,000 per item** and a maximum of **\$50,000 per Account**

Note: Eligible purchases made with redeemable Rewards will be reimbursed in dollars.

If a loss involves a portion of a pair or set, You will only be reimbursed for the item that was stolen, damaged, or part of an Involuntary and Accidental Parting, not the total value of the pair or set. This does not apply to items normally sold as pairs or sets that are not replaceable by purchasing one piece of the pair or set. You may be asked to send the individual item, at Your expense, as part of the claim review process prior to being reimbursed.

If the item is damaged, We will decide whether to reimburse for the cost to have the item repaired or replaced, whichever is less. Maximum coverage limits apply.

Coverage is secondary and in excess of valid and collectible insurance or indemnity (including, but not limited to, homeowner's, renter's, automobile, or employer's insurance policies). This means that if You have another insurance policy, this benefit will cover only the amount Your other policies do not. Deductibles You may have to pay under Your other insurance policies are covered. You would not have to file a claim under Your other insurance If the deductible on the other insurance is equal to or greater than the claim amount.

## What's Not Covered?

This benefit does not cover the following:

- Living animals and plants
- Antiques or collectible items
- Boats, automobiles, aircraft, and any other motorized vehicles and their motors, equipment, or accessories, including trailers and other items that can be towed by or attached to any motorized vehicle
- Computer software
- Items purchased for resale
- Items that are lost, or that "mysteriously disappear," meaning they vanished in an unexplained manner, with no evidence of wrongdoing by one person
- Items under the control and care of a common carrier, including the U.S. Postal Service, airplanes, or a delivery service
- Items in Your baggage on a common carrier unless hand carried or under Your supervision or that of a companion You know, including but not limited to, jewelry, and watches
- Loss stemming from abuse, fraud, hostilities (war, invasion, rebellion, insurrection, terrorist activities, and more); confiscation by authorities (if contraband or illegal); normal wear and tear; flood, earthquake, radioactive contamination; damage from inherent product defects
- Loss from mis-delivery, or voluntarily parting with property
- Medical equipment
- Perishables, consumables, and limited life items, including but not limited to, cosmetics, perfumes, and rechargeable batteries
- Traveler's checks, cash, tickets, credit or debit cards, among other negotiable purchased instruments

- Items used or pre-owned (refurbished items will not be considered used or pre-owned if accompanied by a warranty)

## **Please Pay Special Attention to These Conditions:**

- For damaged items, You may be asked to send the item, at Your expense, as part of the claim review process prior to being reimbursed. Please make sure to keep the damaged item in Your possession.
- You may be required to provide a copy of a police report, fire report, or other incident report made within forty-eight (48) hours of the incident or as soon as reasonably possible.
- If the item was stolen from the delivery location, You are first required to file a claim with the common carrier and/or retailer.

## **How Do You File a Claim?**

Follow these steps to file a claim:

1. Visit **chasecardbenefits.com** or call **1-800-349-4814** within ninety (90) days of the loss or as soon as reasonably possible.
2. We will ask You a few questions and advise You what documentation is needed. The requested documents must be submitted within one hundred twenty (120) days of the loss or as soon as reasonably possible.

## **Documents You May Need to Provide**

When You file a claim, We will provide the details, but generally You should be prepared to send:

- Copy of the itemized sales receipt
- Covered Card Account statement (showing the last four (4) digits of the Account number) demonstrating that the payment for the item was made on Your Covered Card and/or with redeemable Rewards
- Copy of the documentation of any other settlement of the loss (if applicable)
- For damaged items, a repair estimate from an authorized repair facility (with diagnosis, breakdown of cost, and condition of item). If the item is not repairable and is eligible for replacement, You may be required to provide a statement of non-repair from the authorized repair facility
- Copy of a police report, fire report, or other incident report made within forty-eight (48) hours of the incident or as soon as reasonably possible
- Any other documentation deemed necessary by Us to substantiate the claim

## **Definitions**

**Account** - the credit card Account issued by JPMorgan Chase Bank, N.A. and/or its affiliates

**Covered Card** - the credit card or Account that is eligible for benefits as designated by JPMorgan Chase Bank, N.A. and/or its affiliates

**Involuntary and Accidental Parting** - the unintended separation from an item of personal property when its location is known, but recovery is impractical to complete

**Rewards** - points, miles, cash rewards, or any other type of redeemable Rewards associated with Your Covered Card, provided that all Rewards have been accumulated by You through use of a JPMorgan Chase Bank, N.A. and/or its affiliates sponsored Rewards program

**We, Us and Our** - Virginia Surety Company, Inc., an Assurant company, the insurance company that provides these benefits for the Covered Card

**You and Your** - an individual to whom a Covered Card Account has been issued by JPMorgan Chase Bank, N.A. and/or its affiliates

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## Roadside Assistance

Roadside Assistance is a pay-per-use roadside assistance program which provides You with security and convenience when You need help, whether You need a tow or roadside service. Dependable roadside assistance is available 24 hours a day, 7 days a week in the United States and Canada. Roadside Assistance is provided as a benefit under the Covered Card, there is no membership or pre-enrollment required. Just call **1-800-349-4814**.

### What is Covered?

For a pre-negotiated, per service fee, the program provides You with:

- Standard towing - up to five (5) miles included.
- Tire change - must have a good, inflated spare located with the vehicle.
- Battery assistance - If your vehicle doesn't start due to the vehicle battery being out of charge, assistance will be provided to jump start the vehicle, tow electric vehicles to the nearest charging station, or tow all other vehicles to the nearest qualified service facility.
- Lockout service - does not include key replacement.
- Fuel delivery - up to five (5) gallons, where permissible, does not include the cost of fuel.
- Standard winching - if Your vehicle is within 100 feet of a paved road or highway standard winching assistance is available.

Note: Any vehicle with wheels is covered under this program as long as it can be classified as 'Light Duty'. 'Light Duty' vehicles are vehicles that weigh ten thousand (10,000) pounds or less. Vehicles weighing more than ten thousand (10,000) pounds are considered 'Medium Duty' or 'Heavy Duty' and are not covered under this program.

### How Does It Work?

Call **1-800-349-4814** to access roadside assistance.

- You will be asked Your location and details of the problem with Your vehicle. Assistance will be arranged with a reliable service provider.
- Weather conditions, time of day, and availability of service may affect assistance responses. Expectations for dispatch are set during the call, and an expected estimated time of arrival is provided based on the type of service required and Your disablement location.
- Roadside assistance is not available in areas not regularly traveled, in "off-road" areas not accessible by ordinary towing vehicles, or for over one-ton capacity trailers, campers, or vehicles-in-tow.
- You are responsible for charges incurred by the service provider responding to Your dispatch, even if You are not with Your vehicle (or it's gone) when the service provider arrives.



- If You experience a disablement in a rental vehicle, be sure to call the car rental agency before You call the roadside assistance provider, as many rental agencies have required procedures regarding roadside assistance services.

If You feel You are in an unsafe location, You will be advised to hang up and dial 911. If You are not able to dial 911, the roadside assistance provider will call the non-emergency police number near Your location and remain on the phone with You at Your request until the police arrive.

## What Fees Apply?

- The fee for a standard service call is provided when You call for assistance. Service call fees are subject to change at any time; however, callers will be notified of pricing prior to any service dispatch.
- Customers must pay the roadside assistance provider at the time of dispatch for any services more than the benefit limit, such as for mileage over five (5) miles.
- A secondary unit being towed behind is not included but can be accommodated for an additional fee.
- Additional fees may apply for services under certain circumstances.

This program may be discontinued at any time without prior notice.

Program void where prohibited.

## Definitions

**Account** - the credit card Account issued by JPMorgan Chase Bank, N.A. and/or its affiliates

**Covered Card** - the credit card or Account that is eligible for benefits as designated by JPMorgan Chase Bank, N.A. and/or its affiliates

**You** and **Your** - an individual to whom a Covered Card Account has been issued by JPMorgan Chase Bank, N.A. and/or its affiliates

Roadside Assistance services are sourced by Virginia Surety Company, Inc, an Assurant company, and are performed by a third party provider. This is not an insurance benefit. The roadside assistance providers supplying emergency roadside assistance and towing are independent contractors and are solely liable for their services. JPMorgan Chase Bank, N.A. and/or its affiliates shall not have any responsibility or liability in connection with the rendering of the services.

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## Travel Accident Insurance

This benefit provides payment if a Covered Traveler suffers a Loss of Life or loss of limb, sight, speech or hearing due to an Accident while traveling on a Trip.

The Covered Traveler is covered when You charge all or a portion of the cost of the Common Carrier fare to Your Covered Card and/or use redeemable Rewards. Covered Travelers do not need to be traveling with You for benefits to apply.

### When is the Covered Traveler Covered?

#### Twenty-Four (24) Hour Travel Accident

Coverage begins from Trip Departure Date and ends on Trip Completion Date for Trips up to thirty (30) days. For Trips lasting

more than thirty (30) days coverage remains in effect until 12:01 a.m. on the thirty-first (31st) day following the Trip Departure Date. Coverage is reactivated when the Covered Traveler commences travel to their return destination on the Trip Completion Date.

### Common Carrier Travel Accident

Coverage applies when the Covered Traveler:

- 1) is riding as a passenger in, entering, or exiting the Common Carrier for which the fare was purchased using the Covered Card and/or redeemable Rewards;
- 2) is riding as a passenger in, entering, or exiting any Common Carrier licensed to carry the public for hire or any Courtesy Transportation provided without a specific charge and while traveling to and from the airport, terminal, or station:
  - a) immediately preceding the departure of the scheduled Common Carrier on which the Covered Traveler is a passenger; or
  - b) immediately following the arrival of the scheduled Common Carrier on which the Covered Traveler was a passenger; or
- 3) while at the airport, station, or terminal at the beginning or end of a Trip.

If the purchase of the Common Carrier passenger fare is not made prior to the Covered Traveler's arrival at the airport, terminal, or station, coverage will begin at the time when You charge all or a portion of the cost of the Common Carrier fare to Your Covered Card and/or use redeemable Rewards.

### **What's Covered?**

To receive payment under this benefit, the injury to, or death of, the Covered Traveler(s) must be caused by one of the following:

- An Accident that occurs while on a Trip as defined under When is the Covered Traveler Covered?;
- If, due to an Accident, the Covered Traveler has not been found within one (1) year of the disappearance, stranding, sinking, or wrecking of the Common Carrier in which the Covered Traveler was an occupant at the time of the Accident, then it will be assumed that the Covered Traveler has suffered a Loss of Life.
- If, due to an Accident, the Covered Traveler is unavoidably exposed to the elements and as a result of this exposure suffers a Loss.

In order to be covered, the Loss must occur within one (1) year after the Accident.

### **What Are the Benefit Amounts?**

<b>Coverage</b>	<b>Maximum Benefit Amount per Covered Traveler</b>
Twenty-Four (24) Hour Travel Accident	\$100,000
Common Carrier Travel Accident	\$500,000

This benefit will pay the Percentages of Maximum Benefit Amount for specific Losses as follows:

Loss	Percentage of Maximum Benefit Amount
Loss of Life; Loss of Speech and Loss of Hearing; Loss of Speech or Hearing and Loss of one Hand, Foot or Sight of One Eye; Loss of Both Hands; Loss of Both Feet; Loss of Sight of Both Eyes; Loss of a combination of any two of a Loss of Hand, Loss of Foot or Loss of Sight of One Eye	100%
Loss of One Hand; Loss of One Foot; Loss of Sight of One Eye; Loss of Speech; Loss of Hearing	50%
Loss of Thumb and Index Finger of the same hand	25%

In the event a Loss is eligible for payment under both the Common Carrier Travel Accident and the Twenty-Four (24) Hour Travel Accident coverage, or if a Covered Traveler suffers multiple covered Losses as the result of one (1) Accident, We will only pay the single largest Maximum Benefit Amount applicable to all covered Losses.

If more than one Covered Traveler under the same Account suffers a Loss arising from the same Accident, We will not pay more than two (2) times the Maximum Benefit Amount (the aggregate limit of insurance). If an Accident results in benefits becoming payable, which when totaled exceeds two (2) times the Maximum Benefit Amount, the aggregate limit of insurance will be divided proportionally, based on applicable benefit amounts owed to all Covered Travelers.

If the Covered Traveler is eligible for coverage under multiple Accounts, then the Covered Traveler will only be covered under the Account which provides the largest Benefit Amount for the Loss that has occurred.

All benefits, except for Loss of Life, are paid to the Covered Traveler. Loss of Life benefits are paid to the Covered Traveler's estate.

### **What's Not Covered?**

The Travel Accident Insurance does not apply to any Loss caused by or resulting from, directly or indirectly:

- Entering, or exiting any aircraft while acting or training as a pilot or crew member; this exclusion does not apply to passengers who temporarily perform pilot or crew functions in a life-threatening emergency
- Emotional trauma, mental or physical illness, disease, pregnancy, childbirth or miscarriage, bacterial or viral infection, bodily malfunctions, or medical or surgical treatment or diagnosis thereof; this exclusion does not apply to bacterial infection caused by an Accident or by Accidental consumption of a substance contaminated by bacteria
- Commission or attempted commission of any illegal act including but not limited to any felony
- Any occurrence while incarcerated
- Being engaged, or participating, in a motorized vehicular race or speed contest

- Commuting between a person's residence and regular place of employment
- Participating in any professional sporting activity for which a salary or prize money is received
- Traveling or flying on any aircraft engaged in flight on a rocket-propelled or rocket-launched aircraft
- Suicide, attempted suicide or intentionally self-inflicted injury
- A declared or undeclared War. War means hostilities following a formal declaration of war by a governmental authority; in the absence of a formal declaration of war by a governmental authority, armed, open and continuous hostilities between two (2) countries or armed, open and continuous hostilities between two (2) factions, each in control of territory or claiming jurisdiction over the geographic area of hostility

## How Do You File a Claim?

Follow these steps to file a claim:

1. Visit **chasecardbenefits.com** or call **1-800-349-4814** within twenty (20) days of the date of the Covered Traveler's Accident or Loss or as soon as reasonably possible. Notice must include enough information to identify the Covered Traveler.
2. We will ask a few questions and advise what documentation is needed. The requested documents must be submitted within ninety (90) days of the date of Loss or as soon as reasonably possible.

## Documents You May Need to Provide

When You file a claim, We will provide the details, but generally You should be prepared to send:

- A description of the Loss and supporting documentation
- Travel itinerary
- Police report confirming the claimed Accident
- Covered Card Account statement (showing the last four (4) digits of the Account number) demonstrating that the payment for the Common Carrier fare was made on Your Covered Card and/or with redeemable Rewards
- Copy of the death certificate
- Any other documentation deemed necessary by Us to substantiate the claim

## Definitions

**Accident or Accidental** - a sudden, unforeseen, and unexpected event which a) happens by chance; b) arises from a source external to the Covered Traveler; c) is independent of illness, disease or other bodily malfunction or medical or surgical treatment thereof; d) occurs while the Covered Traveler is covered under this benefit while it is in effect; and e) is the direct cause of Loss

**Account** - the credit card Account issued by JPMorgan Chase Bank, N.A. and/or its affiliates

**Common Carrier** - a mode of transportation that's licensed to transport any public passenger who pays a fare or buys a ticket, and is available on a regular schedule. Examples include planes, trains, ferries and cruise ships, but does not include taxis, car service, rental car, rideshare service, commuter rail or commuter bus lines

**Courtesy Transportation** - transportation provided without a specific charge by a rental car agency, airport or hotel which

transports You from the airport or station to the rental car agency or hotel or from the rental car agency or hotel to the airport or station

**Covered Card** - the credit card or Account that is eligible for benefits as designated by JPMorgan Chase Bank, N.A. and/or its affiliates

**Covered Traveler** - You, Your Family Member and person(s) employed by the company for which the Covered Card Account is issued

**Domestic Partner** - a committed relationship between two unmarried adults, in which the partners, (1) are each other's sole Domestic Partner, (2) maintain a common residence, (3) share at least one (1) of the following financial arrangements: a joint mortgage or lease, a joint bank account, joint title to or ownership of a motor vehicle or status as a joint lessee on a motor vehicle lease or a joint credit card account with a financial institution, (4) are not married or joined in a civil union to anyone else or are not the Domestic Partner of anyone else, and (5) are not blood related

**Family Member** - an individual's: spouse or Domestic Partner, and parents thereof; sons and daughters, including adopted children and stepchildren; legal guardians or wards; parents, including stepparents; brothers and sisters; grandparents and grandchildren; aunts or uncles; nieces or nephews; spouses or Domestic Partners of any individual of this definition

**Loss** - Accidental Loss of Foot; Loss of Hand; Loss of Hearing; Loss of Life; Loss of Sight; Loss of Sight of One Eye; Loss of Speech; Loss of Thumb and Index Finger; Loss must occur within one (1) year after the Accident

**Loss of Foot** - the complete severance of a foot through or above the ankle joint; We will consider such severance a Loss of Foot even if the foot is later reattached; if the reattachment fails and amputation becomes necessary, then We will not pay an additional Maximum Benefit Amount for such amputation

**Loss of Hand** - complete severance, as determined by a Physician, of at least four (4) fingers at or above the metacarpal phalangeal joint on the same hand or at least three (3) fingers and the thumb on the same hand; We will consider such severance a Loss of Hand even if the hand, fingers or thumb are later reattached; if the reattachment fails and amputation becomes necessary, then We will not pay an additional Maximum Benefit Amount for such amputation

**Loss of Hearing** - permanent, irrecoverable and total deafness, as determined by a Physician, with an auditory threshold of more than 90 decibels in each ear; the deafness cannot be corrected by any aid or device, as determined by a Physician

**Loss of Life** - death, including clinical death, as determined by the local governing medical authority where such death occurs within three hundred sixty-five (365) days after an Accident

**Loss of Sight** - permanent Loss of vision; remaining vision must be no better than 20/200 using a corrective aid or device, as determined by a Physician

**Loss of Sight of One Eye** - permanent Loss of vision of one eye; remaining vision in that eye must be no better than 20/200 using a corrective aid or device, as determined by a Physician

**Loss of Speech** - the permanent, irrecoverable and total Loss of the capability of speech without the aid of mechanical devices, as determined by a Physician

**Loss of Thumb and Index Finger** - complete severance, through the metacarpal phalangeal joints, of the thumb and index finger

of the same hand, as determined by a Physician; We will consider such severance a Loss of Thumb and Index Finger even if a thumb, an index finger or both are later reattached; if the reattachment fails and amputation becomes necessary, then We will not pay an additional Maximum Benefit Amount for such amputation

**Physician** - a licensed medical practitioner acting within the scope of their license to the extent provided by the laws of the jurisdiction in which medical treatment is provided; the treating Physician cannot be a Covered Traveler, their Family Members, employer or business partner

**Rewards** - points, miles, cash rewards, or any other type of redeemable Rewards associated with Your Covered Card, provided that all Rewards have been accumulated by You through use of a JPMorgan Chase Bank, N.A. and/or its affiliates sponsored Rewards program

**Trip** - any pre-paid travel when a portion or the entire cost of a round trip or one way Common Carrier fare was paid using the Covered Card Account and/or redeemable Rewards

**Trip Departure Date** - the date on which the Covered Traveler is scheduled to leave on the Trip

**Trip Completion Date** - the date on which the Covered Traveler is scheduled to return to the point of origin or to a different final destination

**We, Us and Our** - Virginia Surety Company, Inc., an Assurant company, the insurance company that provides these benefits for the Covered Card

**You and Your** - an individual to whom a Covered Card Account has been issued by JPMorgan Chase Bank, N.A. and/or its affiliates

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## Travel and Emergency Assistance

If an emergency occurs while the Covered Traveler is traveling away from home, they would have access to Travel and Emergency Assistance services. To access these services, call **1-800-349-4814** in the United States, or call collect internationally at **001-214-503-2951** to connect with the appropriate local emergency and assistance resources twenty-four (24) hours a day, three hundred sixty-five (365) days a year.

***Travel and Emergency Assistance services provide assistance and referrals.***

***The Covered Traveler is responsible for the cost of any actual medical, legal, transportation, cash advance, or other services or goods provided.***

### What Are the Specific Travel and Emergency Assistance Services?

When traveling away from home, emergencies can escalate quickly. Something that is relatively straightforward when at home, like replacing prescription medication, can become complicated when navigating local laws or language barriers. Travel and Emergency Assistance services are designed to help in numerous situations. Services include:

- Emergency Message Service records and relays emergency messages for Covered Travelers, their Immediate Family Members, or business associates. Reasonable efforts will be used to relay emergency messages in accordance with benefit guidelines and limitations but cannot take responsibility for the failure to transmit any message successfully. **All costs are the Covered Traveler's responsibility.**
- Medical Referral Assistance provides medical referral, monitoring, and follow-up. The Covered Traveler can be given names of local English-speaking doctors, dentists, and hospitals; assign a doctor to consult by phone with local medical personnel, if necessary, to monitor their condition; and keep in contact with their family, serving as a continuing liaison. The Covered Traveler can also receive assistance arranging medical payments from their personal account. **All costs are the Covered Traveler's responsibility.**
- Legal Referral Assistance arranges contact with English-speaking attorneys and U.S. embassies and consulates if the Covered Traveler is detained by local authorities, has a car accident, or needs legal assistance. In addition, bail payment from the Covered Traveler's personal account can be coordinated with follow up to make sure bail has been properly handled. **All costs are the Covered Traveler's responsibility.**
- Emergency Transportation Assistance helps the Covered Traveler make all the necessary arrangements for emergency transportation home or to the nearest medical facility. This includes arrangements to bring their young children home and helping them stay in contact with family members or employers during the emergency. In the case of a death, arrangements can be made to repatriate the remains. **All costs are the Covered Traveler's responsibility.**
- Emergency Ticket Replacement helps the Covered Traveler through their carrier's lost ticket reimbursement process and assists in the delivery of a replacement ticket to them, should they lose their ticket. **All costs are the Covered Traveler's responsibility.**
- Lost Luggage Locator Service helps the Covered Traveler through the Common Carrier's claim procedures or can arrange shipment of replacement items if an airline or Common Carrier loses their checked luggage. **The Covered Traveler is responsible for the cost of any replacement items shipped to them.**
- Emergency Translation Service provides telephone assistance in a variety of languages and helps find local interpreters, if available, when the Covered Traveler needs more extensive assistance. **All costs are the Covered Traveler's responsibility.**
- Prescription Assistance and Valuable Document Delivery Arrangements help the Covered Traveler fill or replace prescriptions, subject to local laws, and can arrange pickup and delivery of prescriptions filled for them at local pharmacies. These services can also help transport critical documents that they have left at their home or elsewhere. **All costs are the Covered Traveler's responsibility.**
- Pre-Trip Assistance gives the Covered Traveler information on their destination before they leave, such as ATM locations, currency exchange rates, weather reports, health precautions, necessary immunizations, and required passport visas.

***Please note that due to occasional issues such as distance, location, or time, the service providers are not responsible for the availability, use, cost, or results of any medical, legal, transportation, or other services.***

***Service may not be available in countries where the US Department of State has a current travel warning issued or in countries where the US Department of the Treasury's Office of Foreign Assets Control (OFAC) has active economic or trade sanctions, or in countries that are subject to other applicable trade or economic sanctions, laws and regulations.***

***The Covered Traveler should consider the restrictions on services related to international laws on sanctions before planning the trip. Additionally, no services will be available in any country or territory where the existing infrastructure is deemed inadequate by the service provider to guarantee service. Should the Covered Traveler have doubt about the availability of service at their intended travel destination, they may call 1-800-349-4814 to verify.***

## **Definitions**

**Account** - the credit card Account issued by JPMorgan Chase Bank, N.A. and/or its affiliates

**Common Carrier** - a vehicle that's licensed to transport any public passenger who pays a fare or buys a ticket, and is available on a regular schedule. Examples include planes, trains, ferries and cruise ships, but does not include taxis, car service, rental car, rideshare service, commuter rail or commuter bus lines

**Covered Card** - the credit card or Account that is eligible for benefits as designated by JPMorgan Chase Bank, N.A. and/or its affiliates

**Covered Traveler** - You and Your Immediate Family Member

**Domestic Partner** - a committed relationship between two unmarried adults, in which the partners, (1) are each other's sole Domestic Partner, (2) maintain a common residence, (3) share at least one (1) of the following financial arrangements: a joint mortgage or lease, a joint bank account, joint title to or ownership of a motor vehicle or status as a joint lessee on a motor vehicle lease or a joint credit card account with a financial institution, (4) are not married or joined in a civil union to anyone else or are not the Domestic Partner of anyone else, and (5) are not blood related

**Immediate Family Member** - spouse or Domestic Partner and legally dependent children under the age of twenty-six (26)

**You and Your** - an individual to whom a Covered Card Account has been issued by JPMorgan Chase Bank, N.A. and/or its affiliates

**Travel and Emergency Assistance** services are sourced by Virginia Surety Company, Inc, an Assurant company, and are performed by a third party provider. This is not an insurance benefit.

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## Additional Terms

This Guide is not, by itself, a policy or contract of insurance or other contract.

Benefits are purchased and provided complimentary to You by JPMorgan Chase Bank, N.A. and/or its affiliates.

The insurance benefits are provided under a Group Policy of insurance issued by Virginia Surety Company, Inc. ("VSC"), an Assurant company. The Descriptions of Coverage ("DOCs") in this Guide are intended as a summary of benefits provided to You. The DOCs and all the information about these benefits listed in these Additional Terms is governed by the conditions, limitations, and exclusions of the Group Policy.

### Privacy Notice:

As the provider of benefits, Virginia Surety Company, Inc. collects personal information about You from the following sources: information the provider gathers from You, from Your request for benefits or other forms You furnish to the provider, such as Your name, address, telephone number, and information about Your transactions with the provider such as claims made and benefits paid. The provider may disclose all information it collects, as described above, to its affiliates, subsidiaries and partners, as well as to non-affiliated third parties that perform administrative or other services on our behalf solely in connection with the benefits You have received. By providing this information to the provider, You agree that the provider may use Your information in accordance with this Privacy Notice, such as to provide benefits entitled to You, and to meet regulatory and contractual requirements relating to the benefits provided to You. The provider uses commercially reasonable physical, electronic, and procedural safeguards that comply with federal regulations to maintain the confidentiality of Your personal information. The provider takes appropriate technical and organizational measures to protect Your personal information from accidental or unlawful destruction, accidental loss, and unauthorized alteration, disclosure, or access. The provider does not disclose any personal information about former beneficiaries to anyone, except as required by law. The provider restricts access to personal information about You to those authorized individuals or third parties who reasonably need to know that information in order to provide benefits to You.

Should You have any questions about the procedures or the information contained within Your file, please contact the provider by writing to:

Virginia Surety Company, Inc.

The Assurant Privacy Office

Post Office Box 979047, Miami, FL 33197-9047

### Effective date of benefits:

Effective **10/1/24**, this Guide replaces all prior disclosures, program descriptions, advertising, and brochures by any party. We reserve the right to change the benefits and features of these programs at anytime.

### Cancellation:

These benefits can be cancelled at any time or non-renewed for You. In the event a benefit is cancelled or non-renewed, You will be notified as required by law. Coverage will still apply for the benefit prior to the date of such cancellation or non-renewal, subject

to the terms and conditions of coverage. The provider of these benefits shall not be required to give notice if substantially similar coverage has been obtained from another provider without a lapse of coverage.

**Benefits to You:** These benefits apply to cards issued in the United States by JPMorgan Chase Bank, N.A. and/or its affiliates. No person or entity other than You shall have any legal or equitable right, remedy, or claim for benefits, insurance proceeds and damages under or arising out of these programs. These benefits do not apply if Your Account has been suspended or cancelled.

**Transfer of rights or benefits:** No rights or benefits provided hereunder these benefits may be assigned without the prior written consent of the claim administrator for these benefits.

**Illegal Activity, Misrepresentation and Fraud:** Benefits shall not be provided if You or any covered person has been involved in any illegal activity or concealed or misrepresented any material facts concerning these benefits. If providing benefits would violate United States economic or trade sanctions, the coverage will not be provided.

## **Dispute Resolution-Arbitration (not applicable to NY Residents):**

**READ THE FOLLOWING ARBITRATION PROVISION (THIS "ARBITRATION PROVISION") CAREFULLY. IT LIMITS CERTAIN OF YOUR RIGHTS, INCLUDING YOUR RIGHT TO A JURY TRIAL AND TO OBTAIN REDRESS THROUGH COURTS.**

Any and all claims, disputes, or controversies of any nature whatsoever (whether in contract, tort or otherwise), including statutory, common law, fraud (whether by misrepresentation or by omission) or other intentional tort, property, or equitable claims) arising out of, relating to, or in connection with (1) this DOC, or (2) the validity, scope, interpretation, or enforceability of this Arbitration Provision or of the entire DOC ("Claim"), shall be resolved by binding arbitration before a single arbitrator. Unless You and VSC mutually agree on an alternative, the arbitration will take place in the county and state where You live. All arbitrations shall be administered by the American Arbitration Association ("AAA") in accordance with its Expedited Procedures of the Commercial Arbitration Rules of the AAA in effect at the time the Claim is filed. The terms of this Arbitration Provision shall control any inconsistency between the AAA's Rules and this Arbitration Provision. You may obtain a copy of the AAA's Rules by calling (800) 778-7879. Upon written request VSC will advance to You either all or part of the fees of the AAA and of the arbitrator after You have been unsuccessful in obtaining a waiver of fees and costs from the AAA. The arbitrator will decide whether You or VSC will be responsible for these fees. The arbitrator shall apply relevant substantive federal and state law and applicable statutes of limitations and shall provide written, reasoned findings of fact and conclusions of law. This Arbitration Provision is part of a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act, 9 U.S.C. § 1 *et seq.*

**If any portion of this Arbitration Provision is deemed invalid or unenforceable, it shall not invalidate the remaining portions of this Arbitration Provision, except that in no event shall this Arbitration Provision be amended or construed to permit arbitration on behalf of a group or class.** For the purpose of this Arbitration Provision, "VSC" shall be deemed to include Virginia Surety Company, Inc. and all of its affiliates, successors and assigns, their respective principals, partners, officers and directors

and all of the dealers, licensees, agents, and employees of any of the foregoing entities. This Arbitration Provision shall inure to the benefit of and be binding on You and each of the aforementioned persons and entities. This Arbitration Provision shall continue in full force and effect subsequent to and notwithstanding the expiration or termination of the Group Policy.

**No Class Actions/No Joinder of Parties:** You agree that any arbitration proceeding will only consider Your Claims. Claims by, or on behalf of, other individuals will not be arbitrated in any proceeding that is considering Your Claims. You also agree that You will not join with others to bring Claims in the same arbitration proceeding.

**YOU AND VSC UNDERSTAND AND AGREE THAT BECAUSE OF THIS ARBITRATION PROVISION NEITHER YOU NOR VSC WILL HAVE THE RIGHT TO GO TO COURT EXCEPT AS PROVIDED ABOVE OR TO HAVE A JURY TRIAL OR TO PARTICIPATE AS ANY MEMBER OF A CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM.**

**Due Diligence:** All parties are expected to exercise due diligence to avoid or diminish any theft, loss or damage to the property covered under these programs. "Due diligence" means the performance of all vigilant activity, attentiveness, and care that would be taken by a reasonable and prudent person in the same or similar circumstances in order to guard and protect the item.

**Subrogation:** If payment is made under this benefit, the provider is entitled to recover such amounts from other parties or persons. Any party who receives payment under this benefit must transfer to the provider his or her rights to recovery against any other party or person and must do everything necessary to secure these rights and must do nothing that would jeopardize them.

**Salvage:** If an item is not repairable, the administrator may request You send the item to the administrator for salvage at Your expense. Failure to remit the requested item for salvage to the claim administrator may result in denial of the claim.

**Secondary Insurance:** Coverage is secondary to any other applicable insurance or indemnity available to You unless indicated within the Guide. Coverage is limited to only those amounts not covered by any other insurance or indemnity. It is subject to the conditions, limitations, and exclusions described in this Guide. In no event will insurance benefits apply as contributing insurance. The non-contribution insurance clause will take precedence over the non-contribution clause found in any other insurance policies.

**Conformity of Statute:** If benefit coverage does not conform to applicable provisions of State or Federal law, the benefit coverage is hereby amended.

Benefits listed in this Guide are subject to the conditions, limitations, and exclusions described in each benefit section.

**Receipt and/or possession of this Guide does not guarantee coverage or coverage availability.**

ADDITIONAL TERMS\_20240311

US: Call 1-800-349-4814

International: 001-214-503-2951

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