




Auto Rental Insurance



Visa cardholders with this benefit may obtain the Auto Rental Insurance, if this coverage is provided by the card issuer, at no additional cost each time they rent an automobile using their Visa card. The cardholder must decline the Collision Damage Waiver (CDW/LDW) or similar coverage offered by the auto rental company. Coverage is offered by AIG.

Eligibility

To be eligible for this insurance coverage the cardholder must:

- Use the Visa card providing this coverage to reserve and pay for the entire cost of the auto rental.
- All drivers authorized to operate the rental vehicle in accordance with the rental car agreement are covered.
- No person other than the cardholder or other authorized drivers shall have any legal or equitable right, remedy, or claims of insurance proceeds and/or damages under or arising out of this coverage.

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

Coverage

The AIG Auto Rental Insurance covers Visa cardholders up to the actual cash value of the vehicle, the cost of repairs or replacement value of the rental vehicle while said vehicle is in the cardholder's possession.

The following specific costs are included in the policy:

- Damage due to collision.
- Theft of vehicle and related charges.
- Malicious vandalism charges.
- Loss due to accidental fire as long as the liability rests with the cardholder.

The following specific costs are not included in the policy **[this is a summary of the exclusions; complete exclusions are contained in the policy on file with Visa International]**.

- Any obligation assumed by the cardholder under other agreements.
- Injury to any person or damage to any object that is inside or outside the rental vehicle.
- Loss or theft of personal belongings.
- Personal Liability.
- Expenses assumed, waived or paid by the auto rental company or its insurer.
- The cost of the insurance coverage purchased through the auto rental company.
- The operation and care of the vehicle contrary to the terms of the auto rental contract.
- Losses resulting from intentional acts, or losses arising from admission of guilt, being prosecuted or found guilty by a court of law of being under the influence of drugs or intoxicating substances, or as a result of illegal activities or smuggling.
- Gradual wear and tear due to normal use or mechanical problems.
- Losses arising from any type of hostility (including war, invasion, rebellion or insurrection).
- Confiscation by the authorities.
- Vehicles that do not fit the definition of covered vehicles.
- For rental agreements in excess of 31 days there is no coverage after the 31st day.
- Leases and mini-leases.

What happens if the auto rental company insists that the cardholder buy its insurance?

The cardholder must ask the auto rental company representative to call the Claims Administrator toll free at the number assigned to the country, or

collect from any country in the world. The Claims Administrator can provide a confirmation of coverage. The cardholder can also obtain a "certificate of coverage" from the issuer prior to travel.

Where and when is coverage effective?

This insurance is effective when the Visa cardholder rents a covered vehicle and the Visa card issuer provides the coverage. This coverage is available 24 hours a day and will remain in effect while the vehicle is in the possession of any of the drivers named in the contract. The coverage will cease as soon as the rental car is returned to the Auto Rental Company. Vehicles rented for rental periods of more than 31 days are not covered after the 31st day.

What type of insurance coverage is provided?

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

Which vehicles are covered?

Most cars are covered, including:

- Some luxury cars such as BMW and Mercedes Benz.
- Some minivans designed to transport a maximum of ten passengers, including the driver, and used exclusively to transport passengers
- Jeeps (4 x 4) provided they are not driven outside the government maintained roads.

If the cardholder has any question regarding a specific vehicle, he or she should call the claims administrator.

Rental cars not covered

Rental cars that are not covered include:

- Vehicles not required to be licensed;
- Trucks except light trucks when these are the only available vehicles, campers, trailers, motorbikes, recreational vehicles;
- Antique cars (meaning cars which are over 20 years old or have not been manufactured for 10 or more years);
- Limousines;
- Expensive, luxury or exotic vehicles including but not limited to Aston Martin, Bentley, DeLorean, Ferrari, Jensen, Lamborghini, Lotus, Maserati, Porsche, Rolls Royce;
- Low speed vehicles (LSV), neighborhood electric vehicles (NEV), including but not limited to, golf or motorized carts.

Are auto rental reservations arranged through the VISA Rewards Program covered?

Yes, as long as a valid and verifiable Rental Car Agreement has been issued to the cardholder, and the entire transaction is charged to the cardholder's eligible Visa card to pay for taxes and any other additional fees. The Visa Travel Money Platinum Prepaid card does not include this coverage.

What should the cardholder do in the event of accident or theft?

If a Visa cardholder is involved in an accident or the rental vehicle is stolen, he or she should call the Claims Administrator immediately. A representative will answer any questions the cardholder or the auto rental company representative may have, and will send the cardholder a claim form.

The auto rental company might require the cardholder to pay for damages with his Visa card. If this happens, the insurance company will reimburse the cardholder directly for the covered amount after the claim is processed.

The cardholder is required to notify the Claims Administrator via a telephone call of the accident or theft within 45 days following the date of the loss (an additional 15 days grace period may be provided). A toll free number or worldwide collect number is available. Not doing so might result in denial of the claim.

What does the cardholder need from the auto rental company in order to submit a claim?

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

- A copy of the Accident Report and a completed claim form indicating the costs for which the cardholder is liable.
- A copy of the initial and final auto rental agreement (front and back).
- A copy of the repair estimate and final repair invoice from the auto rental company.
- If available, two photographs of the vehicle showing damages.
- For claims including "loss of use" charges by the auto rental company, a copy of the Daily Utilization Record for the loss period, if available.
- A copy of the Police Report, if:
 - there is a third party involved in the accident (guilty or not)
 - Total or partial theft of the vehicle or any of its parts
 - Vandalism, total loss due to theft, collision or fire
 - Claims that are higher than USD 1,500, interdependently of the above mentioned points
- Payment voucher that shows the payment of the total cost of the rental or the total cost of the services provided by the auto rental company.

How is the claim submitted?

The cardholder or beneficiary has two options to open a claim:

1. Benefits Portal

The cardholder may access the Visa Benefits' Portal through the link www.visa.com/benefitsportal

- a. Once in the landing page of the Benefits' Portal, please click on "Login" or "Enroll"
- b. Click on "Claims"
- c. Click on "Create Claim"
- d. Choose a Product from the drop down menu
- e. Choose the benefit you need to file a Claim for and agree to all terms and conditions
- f. Complete all requested information and click on "Save". This step creates the claim case number.
- g. Attach all required documents
- h. Click on "Submit"

2. Visa Customer Service Center

- a. Please contact the Visa Customer Service Center
- b. The cardholder will receive an initial package containing the claim form and the list of documents that are needed for each claim
- c. All required documents, including the claim form, must be sent electronically to lacclaim@ap-visa.com
- d. If the cardholder prefers to send all required documents via regular mail:

Claims Administrator
Visa Card Benefits Administration
Maipú 255, Piso 17
C1084ABE, Buenos Aires, Argentina

What else should the cardholder do?

In normal circumstances, the claim will be paid within a period of 15 days from the date the Claims Administrator receives all required documentation. However, as soon as the claim is paid, all rights against any person in connection with the damage or theft will be transferred to the Insurance Provider.

This means that the Insurance Provider will have the right to file suit on its own in the cardholder's name. The cardholder will assist the Insurance Provider in any way, as reasonably requested by the Insurance Provider, in order to help the Insurance Provider enforce any rights or recourse the Insurance Provider may have, including the execution of all documents required by the Insurance Provider to file suit in the cardholder's name.

General Program Provisions

The cardholder will do his or her best to avoid or reduce any losses or damages to the property insured under this program. Please keep in mind that the Insurance Provider will not apply this provision unreasonably to avoid a claim. If the cardholder makes any claim knowing it to be false or fraudulent in any respect, he or she will no longer be entitled to the benefits of this protection, nor to the payment of any claim made under this policy. This insurance is subject to the terms and conditions described and includes certain restrictions, limitations and exclusions. AIG and/or corresponding Reinsurer, if applicable, will not be liable to provide any coverage or make any payment hereunder if to do so would be in violation of any sanctions law or regulation which would expose AIG and/or corresponding Reinsurer, if applicable, its parent company or its ultimate controlling entity to any penalty under any sanctions law or regulation.

This description of coverage is not a contract of insurance and is intended to be a general informative statement of the coverage made available by Visa International throughout the Latin America and Caribbean Region

In the event of any discrepancy between the policy and the description of the program, the policy will govern. This policy is on file at the offices of Visa International, Latin America and Caribbean Region.

If a cardholder needs to submit a claim or has any question regarding this program, the cardholder should call the Assistance Center at the toll free number assigned to his country. The Assistance Center operates 24 hours a day, 365 days a year.

We are empowered to cancel or decline renewal of any Visa cardholder's insurance coverage. If we do so, the card issuer will give cardholders at least 60 days advance notice. If the Insurance Company does not renew or cancels any coverage provided to Visa cardholders, cardholders will be notified at least 60 days prior to the date the policy expires. In the event a substantially similar coverage becomes effective without interruption, said notice will not be required. The Auto Rental Insurance will continue to apply to rentals that were effective prior to the date of cancellation or non-renewal, provided all other terms and conditions of coverage are met.

Complete provisions pertaining to this plan of insurance are contained in the policy on file with Visa International, Latin America and Caribbean Region. If a statement in the description of coverage and any provision in the policy differ, the locally admitted policy issued in the jurisdiction where your Visa card has been issued will govern. The Plan is underwritten by:

Country	Company
Argentina	La Meridional Compañía Argentina de Seguros, S.A.
Bolivia	AIG Chile Compañía de Seguros Generales S.A.
Brazil	AIG Seguros Brasil S.A.
Chile	AIG Chile Compañía de Seguros Generales S.A.
Colombia	AIG Seguros Colombia S.A.
Ecuador	AIG Metropolitana Compañía de Seguros y Reaseguros S.A.
El Salvador	AIG Seguros El Salvador S.A.
Guatemala	AIG Seguros Guatemala S.A.
Honduras	AIG Seguros Guatemala S.A. – Sucursal Honduras
Jamaica	AIG Jamaica Insurance Company Limited
Mexico	AIG Seguros Mexico, S.A. de C.V.
Panama	AIG Seguros Panamá, S.A.
Paraguay	AIG Chile Compañía de Seguros Generales S.A.
Peru	AIG Chile Compañía de Seguros Generales S.A.
Puerto Rico	AIG Latin America I.I. – Puerto Rico
Uruguay	AIG Seguros Uruguay S.A.
Venezuela	C.A. de Seguros American International

Listed underwriting companies (except those marked with +) are member companies of AIG Property Casualty, Inc., 175 Water Street, New York, NY 10038.

AIG PC member companies provide security in the form of reinsurance for any non-member company listed.

If you need to submit a claim or have questions regarding this program, contact the Claims Administrator, 24 hours a day, 365 days a year at LACclaim@ap-visa.com or call the customer service telephone number on the back of your Visa card.

PLEASE NOTE: The benefits described above do not apply to all Latin American and Caribbean International Visa Cards. Please check with your bank to verify that the coverage applies to your Visa Card.

Coverage area

Core benefit	Coverage area
Visa Gold*	Worldwide**
Visa Platinum	Worldwide**
Visa Signature	Worldwide**
Visa Infinite	Worldwide**

Optional benefit	Coverage area
Visa Classic	Worldwide**

*This is not available for Visa Gold Debit cards issued in the LAC Region, with the exception of Perú, where Visa Gold Debit cards do provide this coverage until November 30, 2016.

** Coverage includes country of card issuance, only if allowed by local regulations

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Important notice

The description of these programs and benefits is only a tool for guidance on coverage for certain cardholders in Latin America and the Caribbean and is updated to April 2015. Please check with your Visa representative the validity of this information before communicating such benefits to customers and/or cardholders. Cardholders should consult their issuer to verify that coverage applies to their Visa card. These benefits only apply to Visa cards with international use capability.

This document is a summary of the policy intended to be distributed in full to cardholders. If a Visa issuer uses excerpts or portions of this material for distribution to cardholders, it does so at its own risk.

These descriptions are not insurance policies. Described insurances are subject to the terms and conditions in the applicable policies, which include certain restrictions, limitations and exclusions; and all coverages are subject to change or cancellation without notice.

Services and insurance coverage are provided by third parties. Visa is not an insurance company. The detail of all the provisions concerning the insurance plans is detailed in the policies. If there is any difference between the descriptions in this document and the policy signed by the cardholder at the local level, the policy in force locally will govern (in the jurisdiction where the Visa card was issued).

It is the sole responsibility of the issuer to ensure that its card program, customer agreement, card benefits and features, and other disclosures and issuer practices are in full compliance with all applicable federal, state, and local laws, regulations, and other legal requirements. Issuers should review the card benefits program with their legal counsel to ensure that the card benefits program and disclosures and customer agreements related to such card benefits or features, comply with all applicable legal requirements. Visa makes no representations or warranties as to the information contained herein. This material does not constitute legal advice or opinion.

Coverage and benefits provided by this program, including any such programs provided by insurance company affiliates of AIG and AXA, shall be null and void if they violate U.S. economic or trade sanctions such as, but not limited to, the sanctions administered and enforced by the Office of Foreign Assets Control (OFAC) of the U.S. Treasury Department.

Benefit amounts are identified in US Dollars. Payment of claims will be made in local currency where required by law, with the official Foreign Exchange Rate published on the date the claim is paid.

The terms and conditions described in this document do not apply to Visa cards issued in Brazil.