

**MASTERCARD  
HSBC PREMIER CARDS  
UNITED ARAB EMIRATES**

**PURCHASE PROTECTION INSURANCE TERMS & CONDITIONS  
1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018**

**SUMMARY OF COVER**

<b>Insurance Coverage</b>	<b>Maximum Benefit Amount (USD)</b>
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, with 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 HSBC.

**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 an HSBC Premier MasterCard credit card.

**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 the Purchase Protection Insurance Certificate.

**HSBC** means **HSBC Bank Middle East Limited U.A.E. Branch.**

**Insurer** means **American Home Assurance Company (Dubai Br.)**

**MasterCard** means **MasterCard Asia/Pacific Pte. Ltd**

**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 2017 to 31st March 2018

**Territory** means 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 ninety (90) 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, 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 and precious stones;
5. consumables or perishables;
6. plants or animals;
7. used, rebuilt, refurbished, or remanufactured items at the time of purchase;
8. items rented or leased; items purchased for resale, professional, or commercial use;
9. services, shipping, handling, installation or assembly costs;
10. items damaged through alteration (including cutting, sawing, and shaping);
11. items left unattended in a place to which the general public has access;
12. 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/benefits>

**Insurer:**

**American Home Assurance Company (Dubai Br.)**  
Claims Department

The H Hotel – Complex, Trade Centre First, 27th Floor  
P.O. Box 40569, Dubai, UAE

Tel: +971 – 4 -5096103 Fax: +971 – 4 -6014018

Office Timings: 8:00am to 10:00pm, from Saturday to Thursday

Languages Supported: English / Arabic

[Mastercard.Services@AIG.com](mailto:Mastercard.Services@AIG.com)

#### 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 ninety (90) days of incident;

***\*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 country of payment.

**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 United Arab Emirates. Any dispute will be subject to the jurisdiction of the competent courts of the United Arab Emirates.

**6. Sanctions:** The Insurer 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 the Insurer, its parent company or its ultimate controlling entity to any penalty under any sanctions law or regulation.