



**NOTE:** This benefit will not apply for eligible Visa Classic cards issued in Puerto Rico and the U.S. Virgin Islands for purchases paid in full on or after January 1, 2021. The coverage is subject to the general terms and conditions of the insurance policy.

## Terms and Conditions



# Price Protection

Visa cardholders can benefit from this Price Protection Program which helps you get the best Price you can find on most products with your eligible card.

Simply pay for the entire cost of the product with your eligible card and if, within 30 days of the date you purchased the product, you see either a Printed Advertisement or Non-Auction Internet Advertisement for the same product (same model number and same model year) by the same manufacturer, in the Same Market\*, we will refund the difference up to the benefit amount per item (and per account per 12 month period).

The Price difference must be above USD 25 for this coverage to apply.

\*Same market is defined as same Country and within 100 kilometers of point of purchase. For the U.S., it will mean the 48 contiguous states. Alaska, Hawaii and other U.S. territories will be treated separately.

## Products eligible for coverage

- New consumer products purchased entirely with your eligible card whether for your own use or given as a gift, qualifies for the Visa Price Protection program.
- Coverage is for up to the maximum benefit amount and for 30 days from the date of purchase.
- Coverage includes but is not limited to Black Friday, Cyber Monday, Mother's Day, Father's Day, etc.

## Relevant definitions

**Auction:** An Internet site where items are sold through price bids, price quotes, or where prices fluctuate based on the number of people purchasing, or interested in purchasing, a product. This includes both sites where people compete against one another for an item(s) by bidding up the price and where the price decreases as the number of people purchasing the product increases.

**Country:** For the U.S. it means the 48 contiguous states. Alaska, Hawaii and the U.S. territories will be treated separately

**Non-Auction Internet Advertisements:** Advertisements posted on the Internet, by a non-Auction Internet merchant with a valid tax identification number. The advertisement must have been posted within [30 days] after the date the Cardholder purchased the product and must be for the identical item (same make, model number, and same model year). The printed version of the Internet advertisement must include the merchant's internet address and customer service telephone number, as well as the item including model number, sale price and date of publication.

**Price:** Price refers to the amount paid for the Product exclusive of shipping, handling, tax, and other like charges.

**Printed Advertisements:** Advertisements appearing in a newspaper, magazine, store circular, or catalog which state the authorized dealer or store name, item (including make, model number), and sale Price. The advertisement must have been published within [30 days] after the date the Cardholder purchased the product and must be for the identical item (same make, model number, and same model year).

**Store:** The same store location where the Product was originally purchased, not including other stores or properties in the chain.

**Same Market:** Same Country and within 100 kilometers of point of purchase.

Visa is not an insurance company. The insurance coverages are provided to the eligible Visa cardholders by a Member Company of AIG Insurance Company underwriting the Insurance coverage, and/or corresponding Reinsurer, if applicable, in the country where Visa has bound these coverages. The insurance company is the one to decide on the coverage and payment of claims based on the documentation submitted and the terms and conditions of the coverage. Visa does not intervene with these decisions. This document is a description of the benefits and does not constitute an insurance policy.

## What is not covered?

- Products purchased for resale, commercial use; coverage is provided if your purchase is done for your individual professional use.
- Merchandise for which claims have not been initiated within 4 calendar days of discovery of an internet site advertising the lower price or publishing of a printed advertisement showing a lower sales price;
- Used, antique, recycled, previously owned, rebuilt, or remanufactured items, whether or not you knew the condition of the items;
- Customized, unique and one of a kind items;
- Jewelry, collectibles, art, antiques, special order, or rare one-of-a-kind items;
- Layaway items, items returned to any Store;
- Any products purchased from an internet Auction site;
- Items for which the printed advertisement or Non-Auction internet advertisement containing the lower price was published more than 30 days after the date you purchased the product;
- Items advertised or shown as price quotes, bids or final sale amounts from a Non-Auction internet site;
- Items advertised in or as a result of "limited quantity", "going out-of-business sales", "cash only" or "close out" advertisements (or similar), items shown on price lists or price quotes, costs savings as a result of manufacturer's coupons or free items, or where the advertised price includes a bonus or free offers, special financing, installation or rebate, or one of a kind or other limited offers;
- Services (including but not limited to the performance or rendering of labor or maintenance, repair or installation of products, goods or property, or professional advice of any kind);
- Consumables or perishables;
- Watercraft, motorized vehicles (including but not limited to snowmobiles, airplanes, automobiles and motorcycles), or their motors, equipment and accessories (including but not limited to communication devices intended solely for use in the vehicle);
- Labor of any kind, including labor on new parts eligible for this program;
- Land, permanent structures and fixtures (including but not limited to buildings, homes, dwellings, and building and home improvements);
- Live plants or animals;
- Stuffed or mounted animals, animal and fish trophies, objects preserved through taxidermy, mummification or other preservation methods;
- Airline tickets (or transportation tickets of any kind), travelers checks, cash or its equivalent, negotiable instruments, trading cards, bullion, stamps, lottery tickets or other gambling related items, or tickets to events or for entertainment, numismatic or philatelic property;
- Differences in Price due to sales tax, storage, shipping, handling, postage, transportation and delivery;
- Differences in Price due to foreign exchange rates or fluctuation in foreign exchange rates;
- Delay, loss of use, loss of market, interruption of business or any other indirect or consequential loss of damage;

## Benefit amount

### Core Benefits / Benefit Amount

Visa Classic*	USD 200 per account per 12-month period
Visa Gold**	USD 400 per account per 12-month period
Visa Platinum	USD 500 per item – Maximum of USD 2,000 per account per 12-month period
Visa Signature	USD 500 per item – Maximum of USD 2,000 per account per 12-month period
Visa Infinite	USD 4,000 per account per 12-month period

\*This protection does not apply to Visa Classic Debit and Credit cards issued in Brazil.

\* For eligible Visa Classic cards issued in Puerto Rico and the U.S. Virgin Islands, this benefit will not apply for purchases paid in full on or after January 1, 2021.

\* This protection does not apply to Visa Classic Debit cards issued in Mexico.

\*\* NOTE: As of January 1, 2021 Visa Gold cards are not being issued in Puerto Rico and the U.S. Virgin Islands and not eligible for this benefit.

## How is the claim submitted?

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

### 1. Benefits Portal

The cardholder or beneficiary can open a claim using the Visa Benefits Portal: [www.visa.com/benefitsportal](http://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"**

In case you have any questions or doubts on any step of the process, contact us via Chat

## Claim documentation

- Your Visa card account statement showing the purchase claimed.
- Purchase itemized invoice.
- Copy of the printed advertisement or screenshot of the Non-Auction internet advertisement as specified in the terms and conditions.
- Wire form.
- Copy of national identity document.
- Additional information may be required.

## Notes

- Cardholder must report any claim within 90 days of incident.
- The cardholder is the only person allowed to open a claim.

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 by contacting the customer service telephone number on the back of your Visa card.

Indemnity or reimbursement payments will be made in national currency and in a single installment, using the exchange rate indicated in the credit card statement, presented by the cardholder, as proof of expenses or purchase, if applicable. Otherwise, the exchange rate will be applied as disclosed by the Central Bank or corresponding entity, on the date the Insured made the payment to the service provider or made his/her purchases in cash.

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

## General exclusion

Member Companies of AIG Insurance Company 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 Member Companies of AIG Insurance Company and/or corresponding Reinsurer, if applicable, its parent company or its ultimate controlling entity to any penalty under any sanctions law or regulation.

## General program provisions

This description of coverage is not a contract of insurance or a policy and is intended to be a general informative statement of the coverage made available by Visa International Service Association throughout the Latin America and Caribbean Region and is updated to January 2021. 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 policy is on file at the offices of Visa International Service Association.

Insurance coverage is underwritten by approved Member Companies of AIG Insurance Company and/or corresponding Reinsurer, if applicable. Complete provisions pertaining to these plans of insurance are contained in the Master Policy(ies) on file with the Plan Administrator, Affinity Insurance Services, Inc., on behalf of Visa International Service Association in Miami, FL, USA. In the event of any discrepancy between the Master Policy(ies) and the description of the program, the policy will govern.

This insurance is subject to the terms and conditions described herein and includes certain restrictions, limitations and exclusions. AIG, and/or any 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 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, which would expose AIG, and/or any corresponding Reinsurer if applicable, its parent company or its ultimate controlling entity, to any penalty under any sanctions law or regulation.

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.

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.

**PLEASE NOTE:** The benefits described in this document do not apply to Brazil issued cards. For Latin American and Caribbean International Visa Cards, please check with your bank to verify what coverage applies to your Visa Card.

**DISCLAIMER:** The information contained herein is intended solely for informational purposes. It does not provide a complete description of all terms, conditions, limitations, exclusions, or other provisions of any program or insurance benefits provided by, or for, or issued to Visa International Service Association.