



## What is covered?

Covered reasons could but are not limited to, being delayed by a traffic accident or severe weather en route to your connection or cruise, as well as the cancellation or delay of at least three hours for one of your flights. You must have allowed enough time in your itinerary to reach your flight or cruise and show you weren't able to reach your connecting flight or cruise another way to be eligible for reimbursement.

## What do I need to be covered?

You must possess a valid and active Visa card. The entire travel fare must be purchased with your Visa card or through the Visa rewards program.

## Relevant Definitions

### Common Carrier

Any legal entity that operates a Common Carrier Conveyance.s

### Common Carrier Conveyance

- a. An air conveyance operated by a Scheduled Airline and licensed for the transportation of passengers for hire; or
- b. A land or water conveyance licensed for transportation of passengers for hire. A land or water conveyance does not include 1) while driving, riding as a passenger in, boarding or alighting from a rental vehicle, unless the rental vehicle is rented by a licensed Common Carrier for the purpose of carrying passengers for hire; 2) while driving, riding as a passenger in, boarding or alighting from a taxi cab; 3) while driving, riding as a passenger in, boarding or alighting from an auto rental shuttle, hotel shuttle or parking lot shuttle that transports passengers off airport premises; or
- c. A shuttle licensed for the transportation of passengers, while traveling directly between Common Carrier Conveyances only when such shuttle is included as part of the Covered Trip; or
- d. An airport shuttle licensed for the transportation of passengers, while traveling on the airport premises only, and used:
  1. Immediately preceding scheduled departure of a Covered Trip on a Scheduled Airline; or
  2. Immediately following scheduled arrival of a Covered Trip on a Scheduled Airline.

### Covered Trip

A trip anywhere in the world including in country of residency, regardless of its origin and destination, where Insured's full fare for a Common Carrier Conveyance has been charged to an active and valid Visa card.

### Visa Rewards Program

All frequent flyer, rewards and complimentary common carrier tickets are covered if there are taxes and/or fees associated with the ticket issuance and they are charged in their entirety to an eligible Visa card. If there are no taxes or fees, or they are paid with rewards points, only tickets earned as direct result of charges made with an eligible Visa card will be covered. The bank will have to send a letter to guarantee that the

## Terms and Conditions



# Missed Connection

As a Visa cardholder with this benefit, you and/or whoever you purchased a ticket for with your eligible Visa card, will each be paid the benefit amount as stated in the Schedule of Benefits, if due to any unforeseeable circumstances outside of your control, you missed your transport connection and are unable to arrive at your final destination by the time originally intended.

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. The insurance is subject to the general terms and conditions, limitations and exclusions of the policy contracted by Visa, and the coverages are subject to changes or cancellation of the general terms and conditions of the insurance.

points acquired in the loyalty program were generated by the use of the Visa card covered by the insurance.

**ATTENTION:** These benefits are available around in the world, except for the following countries: Cuba, Syria, Sudan, Iran, North Korea and Crimea Region.

## What is not covered?

In addition to the EXCLUDED RISKS provided in the general conditions for this program, the following are excluded:

1. Any loss arising from Insured's failure to be on time, or to allow reasonable amount of time to make the connection.
2. Claims arising from any business commitment, financial or contractual obligation including those of any traveling companion, spouse or dependents if covered by this program.
3. Claims arising from the inability of any tour operator or wholesaler to complete arrangements for any tour due to a deficiency in the number of people required to commence any tour or Journey

## Benefit amount

For you and anyone you purchased a ticket for with your eligible Visa card– coverage applies up to a maximum amount depending on your card type, as stated in the tables below.

### Core Benefits / Benefit Amount

Visa Infinite	USD 300
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### Optional Benefits / Benefit Amount

Visa Classic	USD 200
Visa Gold	USD 200
Visa Platinum	USD 200
Visa Signature	USD 200

## How is the claim submitted?

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

### 1. Benefits Portal

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

The cardholder may access the Visa Benefits' Portal through the link [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"

### 2. By eMail

- a. Please send your request to [lacclaim@ap-visa.com](mailto:lacclaim@ap-visa.com) including the benefit for which you want to open the claim.
- 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](mailto:lacclaim@ap-visa.com)

### 3. By Mail

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

## Claim Documentation

- Copy of the Visa card account statement showing the total charge for the ticket (s).
- A copy of the common carrier ticket as proof that the full travel fare has been charged to your Visa card.
- Documentation detailing the reason for the Missed Connection including but not limited to a letter or notice from the transportation company stating the late arrival of the portion prior to the missed connection.
- Wire form.
- Copy of national identity document
- Additional information may be required.

### Notes

- Cardholder must report any claim within 30 days of the 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 at [LACclaim@ap-visa.com](mailto:LACclaim@ap-visa.com) or call the customer service telephone number on the back of your Visa card.

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.

## General exclusions

1. Suicide, attempted suicide or intentionally self-inflicted Injury;
2. Sickness unless specifically covered in the Policy;

3. Congenital anomalies and conditions arising out of or resulting there from;
4. Elective cosmetic or plastic surgery unless Medically Necessary as the result of an Injury;
5. Loss caused directly or indirectly, wholly or partly by medical or surgical treatment except as may be necessary solely as a result of Injury;
6. Bacterial infection except bacterial infection of an Injury, or except bacterial infection from the accidental ingestion of a substance contaminated by bacteria;
7. Any claim occurring as a result of: War, civil war, invasion, insurrection, revolution, usurped power or action taken by governmental authority in hindering, combating or defending against such an occurrence;
8. Any claim occurring as a result of participating in military, naval or air service of any country;
9. Accident occurring while a passenger on; or operating; or learning to operate; or serving as a member of the crew of any aircraft except as provided in the policy;
10. Accident or claim occurring as a result of participation in any professional, semi-professional or interscholastic team sports or any bodily contact sport;
11. Accident or claim occurring as a result of participation in contests of speed using a motorized vehicle or bicycle; in skydiving/parachuting, hang gliding, bungee jumping, scuba diving, mountain climbing, pot-holing or while riding on a motorcycle (greater than 100 cc);
12. Accident or claim occurring while under the influence of drugs, alcohol or other intoxicants unless prescribed by a Physician and taken as prescribed or the treatment of alcohol or drug abuse, addiction or overdose;
13. Depression, anxiety, mental or nervous disorder or rest cures;
14. An Insured travelling against the advice of a Physician;
15. Injury to which a contributing cause was the commission of, or attempt to commit, an illegal act by or on behalf of the Insured or their beneficiaries;
16. The use, release or escape of nuclear materials that directly or indirectly results in nuclear reaction or radiation or radioactive contamination; or the dispersal, release or application of pathogenic or poisonous biological or chemical materials.
17. Any expenses covered under any workers compensation or employer's liability policy;
18. The 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 The 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 throughout the Latin America and Caribbean Region and is updated to April 2019. 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, Latin America and Caribbean Region.

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, Latin America and Caribbean Region 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.

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](mailto:LACclaim@ap-visa.com) or call the customer service telephone number on the back of your Visa card.

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. The benefits described in this document do not apply to Brazil issued cards nor to all Latin American and Caribbean International Visa Cards. Please check with your bank to verify that the 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.