

# 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 Chartis Inc.

## 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 Chartis 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 Inc.)

- 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 or other 4 x 4 vehicles, 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:

- Expensive and exotic cars such as Aston-Martin, Bentley, Bricklin, Daimler, DeLorean, Excalibur, Ferrari, Jensen, Lamborghini, Lotus, Maserati, Porsche and Rolls-Royce.
- Very old automobiles (over 20 years old, or which were not manufactured in the last 10 years).
- Trucks, pick-up trucks for commercial use, motorcycles, mopeds, motor bikes, limousines, campers, trailers, and recreational vehicles.

### 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 TravelMoney 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 within 30 days after the accident or theft to notify the claims administrator via telephone call. 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.
- 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 any).



**How is the claim submitted?**

The cardholder must notify the incident to the claims administrator no later than 30 days following the accident or theft.

The cardholder within the time frame stated on the claim form, must fill out and sign the claim form and submit it accompanied by:

- A copy of the sales receipt showing that the full auto rental was reserved and paid with the cardholder's Visa card providing this coverage.
- All documentation the cardholder receives from the auto rental company (see the list above under section "What does the cardholder need from the auto rental company in order to submit a claim?") must be sent within the time frame stated on the claim form to:

*Claims Administrator*  
 VLAC Auto Rental Insurance Program  
 Maipú 255 Piso 17  
 C1084ABE, Buenos Aires, Argentina

After the cardholder reports the damage or theft, the claim will remain open during a period of 12 months following the date of loss. During that period, the cardholder must support the claim as required. No payment will be made until the claims administrator has received all necessary documentation at its offices.

**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.

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 Inc. 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 Inc., 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 Inc., 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	Chartis Chile Compañía de Seguros Generales S.A.
Brasil	Chartis Seguros Brasil S.A.
Chile	Chartis Chile Compañía de Seguros Generales S.A.
Colombia	Chartis Seguros Colombia S.A.
Ecuador	AIG Metropolitana Compañía de Seguros y Reaseguros S.A.
El Salvador	Chartis Seguros El Salvador S.A.
Guatemala	Chartis Seguros Guatemala S.A.
Honduras	American Home Assurance Company
Jamaica	American Home Assurance Company
México	Chartis Seguros Mexico, S.A. de C.V.
Panamá	National Union Fire Insurance Company of Pittsburg, PA
Paraguay	Chartis Chile Compañía de Seguros Generales S.A.
Perú	Chartis Chile Compañía de Seguros Generales S.A.
Puerto Rico	Chartis Insurance Company - Puerto Rico
Uruguay	Chartis Seguros Uruguay S.A.
Venezuela	C.A. de Seguros American International
Other countries	New Hampshire Insurance Company

Listed underwriting companies (except those marked with +) are member companies of Chartis, Inc., 70 Pine Street, New York, NY 10005.

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



<i>Consumer Cards</i>	<i>Coverage Area</i>
<b>Visa Classic*</b>	US & Canada
<b>Visa Gold</b>	Worldwide**
<b>Visa Platinum</b>	Worldwide**
<b>VTM Platinum Prepaid</b>	Worldwide**
<b>Visa Signature</b>	Worldwide**
<b>Visa Infinite</b>	Worldwide**

<i>Commercial Cards</i>	<i>Coverage Area</i>
<b>Visa Business Credit***</b>	Worldwide**
<b>Visa Business Debit</b>	Worldwide**
<b>Visa Purchasing****</b>	Worldwide**
<b>Visa Corporate</b>	Worldwide**

\* Optional coverage, not a core benefit. Coverage is limited to Canada and the 50 states of the United States of America. Rentals in the U.S. Virgin Islands and Puerto Rico are not covered.

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

\*\*\* Applicable only for Visa Business Credit packages 3 and 4.

\*\*\*\* Optional coverage, not a core benefit

**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. This document is a summary of the policy and is intended to be distributed in its entirety to cardholders. If an issuer uses excerpts of this material to distribute to cardholders it does so at its own risk.