

- VISA CEMEA -

PURCHASE PROTECTION AND EXTENDED WARRANTY INSURANCE

MASTER POLICY NUMBER SISPP 06-07-123/013

Insurance under this Master Policy is underwritten 100% by White Horse Insurance Ireland Ltd

The signature of the agreed “**Insurers Authorised Representatives**,” who is authorised by the Insurer under this Master Policy to accept business and to issue Evidence of Insurance and issue any Supplementary Schedule (as agreed by the Insurer) attaching to the Master Policy.

Signed for and on behalf of – **STRATEGIC INSURANCE SERVICES LIMITED** (who shall be referred to hereinafter as the “**Insurers Authorised Representatives**”):

Signature: Name:

Position: Date:

Signed for and on behalf of – **INTERNATIONAL SOS INSURANCE SERVICES LIMITED** (who shall be referred to hereinafter as the “**Administrator**”):

Signature: Name:

Position: Date:

Signed for and on behalf of – **VISA CEMEA** (who shall be referred to hereinafter as the “**Master Policyholder**”):

Signature: Name:

Position: Date:

By signing, the Insurers Authorised Representatives on behalf of the Insurers, the Administrator and Master Policyholder agree to be bound by the terms and conditions stated herein.

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1.0 POLICY SCHEDULE

POLICY NUMBER:	SISPP 06-07-123/013
POLICY DATE:	1st July 2006
POLICY PERIOD:	A yearly period of the Policy the first year being from 1st July 2006 – 30th June 2007 both dates inclusive and thereafter renewed for such further yearly period or periods as may be mutually agreed upon.
MASTER POLICYHOLDER:	Visa CEMEA a division of Visa International Service Association, a Delaware Corporation with its principal place of business at 900 Metro Centre Boulevard, Foster City, California 94404, USA having a branch office in the United Kingdom under number BR0012590 of 1 Sheldon Square, London, W2 6TT
INSURED:	Certain Visa CEMEA member bank customers issued with Visa CEMEA Visa Platinum or Visa Infinite credit or debit card in the CEMEA region, defined herein as “Insured” or “Insureds”.
PREMIUM:	Premiums will be paid by the Master Policyholder to the Administrator in respect of each Insured. The Premium is the annual rate of USD 1.40 per Card subject to the Minimum Deposit Premium. The Premium payment requirements are set out in section 11. Any applicable local Insurance Tax and/or levies shall be added at the current prevailing rate to 100% of the applicable Premium.
MINIMUM DEPOSIT PREMIUM:	The Minimum Deposit Premium is equal to the amount of USD 1.40 multiplied by the number of valid Cards issued by the Master Policyholder at the Policy Date. The Minimum Deposit Premium will be paid by the Master Policyholder within 30 days of the Policy Date.
INSURERS AUTHORISED REPRESENTATIVES:	Strategic Insurance Services Limited, 46–48 East Smithfield London E1W 1AW
ADMINISTRATOR:	International SOS Insurance Services Ltd, 6th Floor Landmark House, Hammersmith Bridge Road, London, W6 9DP
CLAIMS ADMINISTRATOR:	Strategic Claims Management Limited PO Box 36400 London EC3N 1ZQ

Dated in London, the 23rd May 2006.

2.0 DEFINITIONS

In this **Master Policy**, unless the context otherwise requires, words and phrases cognate to those defined below and shall be construed accordingly and the singular shall include the plural and the masculine the feminine and vice versa.

- 2.1 “**Accidental Damage**” means the damage of a purchased item in an accidental manner where there is an absence of evidence of a wrongful act by a person(s).
- 2.2 “**Card**” means all Visa CEMEA Visa Platinum or Visa Infinite credit or debit cards held by a **Customer** at the time of the Policy Date and any Visa CEMEA Visa Platinum and Visa Infinite customers during the Policy Period.
- 2.3 “**Customer**” means all individuals that have been issued with a Visa Platinum or Visa Infinite Credit or Debit Card by a Master Policyholder member bank.
- 2.4 “**Due**” means when the Premium is due to be paid by the **Master Policyholder** as set out in section 11.1(b) and is 30 days from the end of the Period.
- 2.5 “**Evidence of Insurance**” means the policy wording set out in Appendix 2 and any other information issued by the **Insurer** and notified to the **Master Policyholder** in relation to the Insurance.
- 2.6 “**Extended Warranty Insurance**” means insurance cover to extend the original manufacturer’s warranty period to a period not exceeding 24 months, from the date of purchase.
- 2.7 “**Insurance**” means both the Extended Warranty Insurance and Purchase Protection Insurance offered under this Master Policy.
- 2.8 “**Insured**” means any **Customer** who is eligible (as defined in Section 3.2) for and who has been provided with Purchase Protection Insurance and Extended Warranty Insurance hereunder.
- 2.9 “**Insurer**” means White Horse Insurance Ireland Ltd.
- 2.10 “**Member Bank**” refers to a member bank of the Master Policyholder within the CEMEA Region
- 2.11 “**Purchase Protection Insurance**” means insurance cover for items against loss, Theft or accidental damage following purchase.
- 2.12 “**Supplementary Schedule**” means any additional document or information agreed between the parties and relating to this **Master Policy** which is added as another Schedule or Appendix to this **Master Policy**.
- 2.13 “**Start date**” means the date upon which the **Insured** is provided with Insurance by the **Master Policyholder**.
- 2.14 “**Theft**” means a loss which involves the disappearance of a purchased item from a known place under the circumstances that would indicate the probability of theft.

3.0 INDIVIDUAL ACCEPTANCE

- 3.1 The **Master Policyholder** may accept for cover hereunder all eligible **Customers**. At the time of accepting the **Customer** for cover the **Master Policyholder** member bank shall provide details of the **Customer** as specified in Appendix 1 to the **Administrator** if requested.
- 3.2 Individual **Customers** will be eligible for cover hereunder provided that at their **Start date** they:
- (a) are over 18 years of age, and
 - (b) Have been issued with a Visa CEMEA Visa Platinum or Visa Infinite Credit or Debit Card issued in the CEMEA region.
- 3.3 Should it transpire that a **Customer** was not eligible then all cover for such **Customer** shall be treated as null and void.

3.4 The **Master Policyholder** shall make available an Evidence of Insurance, as detailed in Appendix 2, to all Visa CEMEA Member Banks hereunder.

4.0 **COVER AND INDEMNITY**

4.1 The cover and indemnity afforded to each **Insured** by the **Insurers** will be strictly in accordance with the Evidence of Insurance cover wording attaching in Appendix 2.

5.0 **INDEMNITY LIMIT**

5.1 The maximum indemnity payable by the **Insurers** hereunder for each claim is specified within the Evidence of Insurance as detailed in Appendix 2.

5.2 The maximum indemnity payable by the **Insurers** hereunder in total during a Policy Period of the **Master Policy** is USD 1,000,000.

6.0 **EXCLUSIONS**

6.1 Exclusions applicable to the **Master Policy** are as within the Evidence of Insurance wording attaching in Appendix 2.

7.0 **TERMINATION OF INDIVIDUAL INSURED'S COVER**

7.1 Cover for any **Insured** will stop automatically upon any of the following events:-

- a) Non payment of the premium by the **Master Policyholder** to the **Insurer**,
- b) The date the **Insured** is no longer eligible for the Insurance.

7.2 Cover for any **Insured** will cease automatically on the **Insureds'** renewal date (unless otherwise cancelled under clause 7.1 or under a term of the Evidence of Insurance):-

- a) Expiry of the Master Policy at the end of the Policy Period,
- b) Termination of the Master Policy as set out in section 12.

8.0 **PROOF OF CLAIM**

8.1 The **Insured** must obtain, at their own expense, such proof of entitlement to a claim settlement hereunder as may reasonably be required by the **Claims Administrator** and no claim shall be payable for which the required proof of entitlement is not provided, including but not limited to police crime reference numbers and/or reports and receipts for repairs to a premises or vehicle following burglary or any other detail required under Section 9.

9.0 **CLAIMS ADMINISTRATION**

9.1 The **Claims Administrator** has been appointed as the claims administrator for this **Master Policy** and the administration shall be completed in strict accordance with the terms of the **Master Policy**.

9.2 **Notification**

All claims should be notified by each **Insured** to the **Administrator** within 45 days of the date that the incident occurred. The **Administrator** will send a claim form to the **Insured** within 24 hours. The covering letter will advise the **Insured** that the claim forms should be returned, within 45 days, to the **Administrator** together with the required supporting documentation. Upon receipt of a completed claim form, the **Administrator** will promptly send to the **Claims Administrator** for review and settlement.

9.3 **Processing and Assessing Claims**

Assessment and negotiation of claims will be handled solely at the discretion of the **Claims Administrator** and the **Insurers**.

9.3.1 The **Claims Administrator** will validate the Evidence of Insurance by ensuring:

- (i) The **Insured** is eligible as set out in section 3.2,
- (ii) That all premiums have been paid, and
- (iii) That the Insurance policy status is "live".

9.3.2 The **Claims Administrator** will ensure that in the following cases:

i) **Theft**

1. That the **Insured** has contacted the Police to report the Theft and has obtained a police crime reference which must be sent to the **Claims Administrator** and held on file.
2. that the **Insured** is advised that they are required to keep copies of any evidence of remedial work necessary to prove the use of forcible or violent means.
3. That a Theft Claim Form or Loss Claim Form is sent to the **Insured** immediately for completion, which must be returned together with all supporting documentation required.

ii) **Accidental Damage**

1. That the **Insured** provides an explanation as to "The nature of the damage sustained" and where, how and when the damage occurred and the extent of the damage.

If the repairer confirms to the **Claims Administrator** that the item is not repairable the **Claims Administrator** will confirm that it is in order to replace it in accordance with the cover provided.

iii) **Extended Warranty**

1. That the **Insured** provides the original warranty documentation.
2. In the event an item covered by the Insurance requires repair during the period of coverage, suitable repair bills will be provided, however, Insurers will only pay up to the actual purchase amount of the item.

9.3.3 If the cost of replacement or repair exceeds the actual purchase price, the **Insured** will be offered the opportunity to pay for the difference. If they are not prepared to pay the difference then settlement will be the actual purchase price.

9.3.4 Where further reasonable information is necessary, the **Claims Administrator** will advise the **Insured** accordingly, or will write formally to the **Insured** requesting the additional information required.

9.3.5 If the claim is declined for whatever reason, the **Insured** will be promptly notified of the reason for rejection.

9.4 Claim enquiries to the Master Policyholder

For the benefit of all parties, the **Master Policyholder** agrees that they will not become involved in day-to-day enquiries from **Insured's** concerning the validity (or otherwise) of a claim or its likely progress. When these types of enquiry arise, the **Master Policyholder** shall refer the **Insured** directly to the **Claims Administrator**. However, in the event of a claim dispute or complaint, the **Master Policyholder** shall be entitled to discuss the claim with the **Claims Administrator** on the **Insured's** behalf if the **Master Policyholder** so wishes.

10.0 CLAIMS SERVICE STANDARDS

10.1 General

The **Claims Administrator** aims to ensure that the **Insureds:-**

- (a) receive best advice on how to proceed when notifying a potential claim
- (b) receive prompt service at all times
- (c) receive payment to which they are entitled
- (d) are at all times treated in a professional and courteous manner
- (e) are at all times aware of the stage reached in respect of their claim

10.2 Claim Settlements

i) **Theft and non-repairable Accidental Damage claims**

Where applicable, the **Claims Administrator** will arrange for the **Insureds** account to be credited with the appropriate amount following authorisation of a claim.

ii) **Repairable Accidental Damage claims**

The **Claims Administrator** will check the amounts claimed for repair work completed by the repairer and arrange settlement of the repairers invoice within the specified terms of trade.

10.3 Correspondence

Replies to correspondence will be dealt with appropriately by the **Claims Administrator**.

10.4 Complaints handling

Whilst it is always the intention of the **Claims Administrator** to handle all claims fairly and reasonably within the terms and conditions of the cover, it is inevitable that in any claims environment complaints will be made.

Claims staff at all levels will be trained to deal with complaints. Procedures will be in place to ensure that the complaint is handled by a level of management appropriate to its nature.

A full complaints procedure is explained below.

Where a claim is disputed, the **Insured** will always be reminded at an early stage that the Complaints Procedure is available to them.

It is recognised by the **Insurers** that on rare occasions it will be necessary to accept a claim on a commercial basis without admitting liability, or alternatively make an ex-gratia contribution. Such cases will be referred to the **Insurer** before any settlement is made. **Insurers** will not be liable for any claims settlements made by the Claims Administrator that fall outside of the coverage of the Evidence of Insurance.

10.5 Insured complaints procedure

It is always the intention of the **Claims Administrator** to provide the **Insured** with a first class service when they make a claim. The aim of the **Claims Administrator** is to ensure claims settlement within the following time scales:

- acknowledge a claim within 5 days: and
- handle the claim within 5 days,

creating therefore a total timescale of 10 days. The foregoing is on the assumption that all necessary and correct information to assess and pay the claim is provided in the first instance.

However, if an **Insured** is not happy with the service they should, in the first instance, write to the scheme administrator:

International SOS Insurance Services Ltd
6th Floor Landmark House,
Hammersmith Bridge Road
London
W6 9DP.

We expect that the majority of complaints will have been quickly and satisfactorily resolved at this stage but if not an **Insured** should refer the complaint to the Claims Administrator:

Strategic Claims Management Limited,
PO Box 36400
London
EC3N 1ZQ

In the event that the matter remains unresolved it may subsequently be referred to the Financial Ombudsman Service. If after making a complaint you are still unhappy and you feel the matter has not been resolved to your satisfaction please contact the Financial Ombudsman Service at South Quay Plaza, 183 Marsh Wall, London E14 9SR. Telephone 0845 080 1800.

Any complaint may be raised without prejudice to your right to take legal proceedings.

*The referral of a complaint shall not affect the **Insured's** right in law.*

11.0 PREMIUM ADMINISTRATION

11.1 Collection of premiums by the Administrator.

*All premiums and applicable local Insurance Tax and/or applicable levies due from **Insureds** shall be paid by the **Master Policyholder** to the **Administrator**.*

*The Premium payable by the **Master Policyholder** for the Insurance under this **Master Policy** is to be paid as follows:-*

- (a) payment of Premium for the Minimum Deposit Premium will be upon receiving a relevant invoice from the Administrator within 14 days of the Policy Date;*
- (b) payment of Premium for the annual adjustment at the expiry of the Policy Period shall be calculated at USD 1.40 for each Card upon receiving a relevant invoice from the Administrator within 14 days of the end of the Policy Period. To be clear this will involve recalculation of the number of Cards so that new Cards issued in the Policy Period are included in the Premium calculation.*

*The **Administrator** shall remit the net balance of premium and applicable local insurance tax and/or applicable levies to the **Insurer** within 30 days of the end of the Inception date and at the end of the Policy Period.*

11.2 Reporting by the Administrator

*With each remittance the **Administrator** shall provide an explanatory report in a format agreed between the **Insurers** and the **Administrator** detailing:-
Quarterly:*

- (a) the total number of **Insureds** for each month during the Quarter,*
- (b) total amount of Premium received by the **Administrator** showing the amounts due to the **Insurer** as appropriate.*
- (c) total of applicable Insurance Tax and/or levies due.*

*In addition, The **Claims Administrator** shall provide:*

- (d) a schedule of **claims** incurred showing, where available, claim reference number, date item purchased, date of claim, credit card number, description of item (make, model etc) , cause of loss, whether the item will be repaired or replaced, current status and the amount paid if settled including details of the excess collected*
- (e) Account summary and loss report in a format as agreed by the **Insurer**.*

Such reports shall be sent electronically and/or by post.

11.3 Non-remittance by the Administrator

*In the event that any Premium is not paid 30 days from when it becomes Due, the **Insurers** shall have the right to issue 30 days notice of cancellation of this **Master Policy**. If the Premium is paid within the cancellation notice period then this **Master Policy** shall continue. If the Premium is not paid the **Administrator** shall still remain liable for all outstanding Premiums where the **Insurers** are obliged to provide cover.*

11.4 Alteration to the Premium rate

The **Insurers** reserve the right to alter the Premium rate by such amount as they consider reasonable by giving the **Administrator** and the **Master Policyholder** 60 days written notice.

Any alteration to the Premium rate shall apply immediately to all new and existing **Insureds** after the notice period.

If the **Master Policyholder** does not accept the new Premium rate then the **Master Policyholder** can give written notice to the **Insurer** to terminate this **Master Policy**. This written termination notice will have a notice period that will expire at the end date as the **Insurer's** 60 days written notice.

12.0 CANCELLATION, TERMINATION AND ALTERATION

12.1 Any party shall have the right, without prejudice to its other rights or remedies, terminate this **Master Policy** immediately by written notice if a party:-

12.1.1 shall become the subject of voluntary or involuntary rehabilitation or liquidation proceedings;

12.1.2 shall become the subject of an action in bankruptcy;

12.1.3 shall make or propose any composition with its creditors or otherwise acknowledge its insolvency;

12.1.4 shall have an administrative or other receiver, manager, trustee, liquidator, administrator or similar officer appointed over all or any substantial part of its assets;

12.1.5 is the subject of any events or circumstances analogous to the foregoing (12.1.1 to 12.1.4) in any applicable jurisdiction;

12.1.6 shall, being a partnership, be dissolved by agreement between the partners or by operation of law;

12.1.7 shall have any relevant licence to conduct business suspended, removed or impaired by any order or decree of any judicial or regulatory authority.

12.2 Furthermore, any party shall have the right, without prejudice to its other rights or remedies, terminate this **Master Policy** immediately by written notice if a party:-

12.2.1 is in material breach of this **Master Policy** (being a single event or a series of events which are together a material breach) and either such breach is not capable of remedy or, if the breach is capable of remedy, the other party has failed to remedy such breach within 30 days of receiving written notice requiring it to do so;

12.2.2 any past or present director, partner or employee of a party or any individual named in the **Master Policy** is convicted of or charged with any criminal offence involving fraud or dishonesty or any other criminal offence which may materially affect the operation of the **Master Policy**;

12.2.3 for convenience at any time on giving not less than 90 days' written notice **provided that** it is agreed that no such notice may be given within the first **Policy Period** of 1st July 2006 to 30th June 2007

12.3 The relevant affected party shall inform the other parties immediately upon becoming aware of the occurrence of any of the events set out in 12.1.1 to 12.1.7 and 12.2.1 to 12.2.2 above.

12.4 The notified parties shall immediately acknowledge in writing receipt of any notice of termination given by a party in accordance with Sub-Section 12.1 or 12.2 above.

12.5 Notice of cancellation shall be sent by prepaid registered mail or facsimile to the addresses of the parties as shown on page 1 and/or the Supplementary Schedule(s) of the **Master Policy** (or such other new address as may from time to time be notified). Proof of sending shall be sufficient proof of notice having being served.

12.6 In the event of cancellation of the **Master Policy**:-

12.7.1 the **Master Policyholder** will return all documents that contain any reference to the **Insurers**

12.7.2 unless agreed by the **Insurers** the **Administrator** shall continue its normal services, as defined in this **Master Policy** during the remaining term of all business underwritten by the **Insurers** under this **Master Policy** and until all outstanding claims have been settled in accordance with Sections 9 and 10.

13.0 ALTERATION

13.1 Only a duly authorised official of the Authorised Representative of **Insurers** as listed in Section 17.0 may modify this **Master Policy** or waive any condition, right or requirement contained herein and the **Insurers** shall not be bound by any promise or representation, unless it is in writing and signed by one of the said officials.

13.2 Any alteration to the terms and conditions of this **Master Policy** must be agreed between all the parties.

13.3 Any alteration to the terms and conditions of this **Master Policy** may apply to all existing **Insureds** and to new **Customers** becoming insured after the date of the alteration.

14.0 RIGHTS OF EXISTING INSUREDS

14.1 In the event of non-renewal or termination of this **Master Policy** the insurance cover provided for **Insureds** shall cease automatically on their renewal date unless otherwise cancelled within the terms of each Evidence of Insurance.

14.2 In the event of non-renewal or termination of this **Master Policy** or any alteration to its Terms, Conditions or Premium rates, the Visa CEMEA Member Bank shall send at least 30 days prior written notification to each **Insured** at their last known address as appropriate. 14.3 The **Insurers** shall not be entitled to alter Terms and Conditions of this **Master Policy** with retrospective effect so as to adversely affect any **Insured** who is in claim or has a claim pending.

15.0 GENERAL CONDITIONS

15.1 **Protection of Insured Information**

15.1.1 The **Administrator** will provide, at the request of the **Insurers** or the **Master Policyholder**, such information in the **Administrator's** possession concerning the **Insureds** as may reasonably be required provided that the **Administrator** shall not be required to do anything which may be in breach of any duty of secrecy or confidentiality.

15.1.2 The **Insurers** agree not to use or disclose any information gained about the **Insured's** financial institutions and other organisations other than for the performance of their obligations hereunder.

15.2 **Literature**

15.2.1 The **Master Policyholder, Insurers and Administrator** agree that they will make no amendments to any literature associated with this **Master Policy** or produce any additional literature unless mutually agreed

15.2.2 The **Master Policyholder, Insurers and Administrator** agree that they shall not produce any documentation or literature intended for external circulation which includes reference to each other without the prior written approval of the other party(ies).

15.3 Data Protection (as applicable)

The **Master Policyholder, Insurers and Administrator** shall ensure that they are aware of their obligations under the Data Protection Act 1998 whether as a data controller or data processor as appropriate, and if the former, that they are included in the register maintained by the Data Protection Commissioner. The **Master Policyholder, Insurers and Administrator** shall process data regarding **Insureds** in accordance with the Data Protection Principles and only for the purposes of providing insurance to **Insureds** and prospective **Insureds** and of handling their claims to the extent allowed by this **Master Policy**.

15.4 Law applicable

This **Master Policy** shall be governed by, and construed in accordance with, the Law of England. However, in respect of each Supplementary Schedule attaching to and forming part of this **Master Policy** (having been agreed by **Insurers**), the law applicable will be individually stated.

15.5 Section headings

The headings of this **Master Policy** are for convenience only and shall not affect the construction thereof.

15.6 Internet Trading

The **Master Policyholder** and the **Administrator** shall not offer, negotiate, accept, decline process of otherwise transact any insurance business bound or which may be bound under this **Master Policy** via any internet site, portal or similar system except as specifically agreed by the **Insurers**.

15.7 Separate Bank Accounts

The **Administrator** shall maintain a separate bank account or accounts for the exclusive banking of all insurance monies in accordance with requirements equivalent to those of the FSA, in accordance with Client Asset Source Book (CASS). Banking transactions relating to the **Master Policy** shall be effected only through such bank accounts.

15.8 Inspections

15.8.1 Each party shall have the right to inspect and audit any records of the other parties relating to insurances bound under the **Master Policy** and to the operation of the **Master Policy** and shall have the right to make copies or extracts of any such records.

15.8.2 Each party shall have the right upon service of reasonable notice to access the premises of the other parties for the purpose of carrying out any inspection or audit.

15.9 Confidentiality of information

The **Master Policyholder, Insurers and Administrator** agree that they will not publish, communicate or disclose any confidential or proprietary information or trade secrets (collectively, "Confidential Information") of the other parties. Each party agrees

- (i) to hold such Confidential Information in confidence and to protect such Confidential Information with at least the same degree of care as it normally exercises to protect its own proprietary information of a similar nature,
- (ii) to restrict disclosure of such Confidential Information to its employees, officers, directors, shareholders, consultants and agents with a need to know and to inform such employees, officer, directors, shareholders, consultants and agents of its obligations under this **Master Policy**, and
- (iii) not to disclose such Confidential Information to any third party (including without limitation in any public statement or announcement) without the prior written approval of the other parties.

These restrictions on the use or disclosure of Confidential Information shall not apply to any Confidential Information

- (i) after it has become generally available to the public without breach of this Agreement by the non-disclosing party,
- (ii) which is disclosed by a party under legal process (with reasonable prior notice to the other parties), or
- (iii) which a party agrees in writing is free of such restrictions.

15.10 Contracts (Rights of Third Parties) Act 1999 Clarification Clause As applicable

15.10.1 A person who is not a party to the Master Policy has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Master Policy but this does not effect the right of remedy of a third party which exists or is available apart from that Act.

15.10.2 As the **Claims Administrator** is not a party to this **Master Policy** but has various duties and responsibilities set out in the **Master Policy**, the **Insurer** will take responsibility for the compliance by the **Claims Administrator** with its obligations under this **Master Policy**.

15.11 Enforceability

In the event that any portion of the **Master Policy** is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

15.12 Delegation

The authorities granted to the Claims Administrator or the Administrator or the Insurers Authorised Representatives under this **Master Policy** shall not be delegated, assigned or novated to any other person, firm or company without the prior written approval of the other parties, which will not be unreasonably withheld.

16.0 TRANSLATIONS

The responsibility for accurate translations of wordings from and to English for the purpose of assessment, amendment and agreement by the Insurer shall be the sole responsibility of the **Master Policy Holder** and their representatives and **Insurers** will not consider, nor be liable for any claims where there have been blatant inaccuracies (e.g. where a monetary amount of monetary indemnification has been incorrectly stated) but the **Insurer** will sympathetically consider any claim made as the result of the unforeseen changes to intent that have been brought about by the professional, reasonable and competent translation of the English text.

17.0 AUTHORISED OFFICIALS

The Authorised Representatives of the **Insurers** are as evidenced by Underwriting Agreement SISPP 06-07-123.

Nicholas H Graham

APPENDIX 1

DETAILS OF INSURED CARD MEMBERS.

It is a requirement that the Member Bank keeps the above data on every card member. This information can be requested by Insurers to verify coverage.

Data Field Name	Max Length	Description
Title	12	Mr
Initials	30	First Name
Surname	30	Surname
Company Name	30	Company Name
addr1	30	Address line 1
addr2	30	Address line 2
addr3	30	Address line 3
addr4	30	Address line 4
post_code	8	Post Code
Contact Number	20	Contact number

APPENDIX 2

EVIDENCE OF INSURANCE

Extended Warranty Full policy (including Terms & Conditions)

PART I. Definitions

“**Covered Purchase**” means an item with a price in excess of USD 100 purchased by an Eligible Person and paid for by using an Eligible Account. For a purchase to be considered a Covered Purchase, the entire purchase amount for the item must have been made through the Eligible Account.

“**Eligible Account**” means all Visa CEMEA Visa Platinum or Visa Infinite credit or debit card accounts held by an Eligible Person.

“**Eligible Person**” means certain Visa CEMEA Member Bank customers over the age of 18 and issued with Visa CEMEA Visa Platinum or Visa Infinite credit or debit cards.

“**Issuing Member**” means any Visa CEMEA Member bank

“**Insurer**” means White Horse Insurance Ireland Ltd

“**Issuing Member**” means any Visa CEMEA Member bank

“**Master Policyholder**” means Visa CEMEA

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PART II. Individual Termination

An Eligible Person’s coverage shall terminate on the earliest of
1) the date the Eligible Person is no longer eligible to participate; or, 2) the date the Eligible Account is defined as ineligible by the Issuing Member; due to closure or the account being out of order, or, 3) the date this Policy is terminated due to the expiry or termination of the Master Policy between the Insurer and the Master Policyholder.

PART III. Description of Coverage

Coverage is provided which doubles the original manufacturer’s warranty period, if applicable, to a period of not exceeding twenty-four (24) months from the date the Covered Purchase was bought as indicated in the applicable Policy Summary. Coverage is also provided for items which carry a store brand warranty, but only if the store warranty is on a store-branded item. If a warranty is purchased with the product, in addition to the manufacturer’s original warranty or store warranty, coverage hereon is applicable only after all other warranties expire but only within twenty four (24) months from the date the Covered Purchase was bought. No registration of the Covered Purchase is necessary. Covered Purchases given as gifts are covered. If a Covered Purchase ceases to operate satisfactorily and requires repair during the period covered by this Policy, benefits will be paid to cover the cost of the repair. The item may be replaced, instead, at the insurer’s option. In no event will this Policy pay more than the actual purchase amount charged to the Eligible Account for the item covered by the warranty.

PART IV. Exclusions

Covered Purchases do not include:

- boats;
- motorised vehicles (including but not limited to aeroplanes, automobiles and motorcycles) or their motors, equipment and accessories (including but not limited to communication devices intended solely for use in the vehicle);
- land or buildings (including but not limited to homes and dwellings);
- consumables and perishables or services (including but not limited to the performance or rendering of labour or maintenance, repair or installation of products, goods, property or professional advices of any kind).

Any additional exclusions are indicated in the Policy Summary.

PART V. Terms and Conditions

The coverage provided by this Policy is subject to the following terms and conditions:

A. Notification of Claims

If any covered loss occurs, notice must be provided to the Insurer within 45 days of the date that the incident occurred. Failure to give notice within 45 days from the date of the incident will result in a denial of the claim. The Eligible Person shall take all reasonable measures to protect, save and/or recover the property.

Limits

COVER PLATINUM/INFINITE

Any one item USD 1,500

Any one occurrence USD 3,000 (each and every card)

In the aggregate USD 20,000

subject always to a maximum liability of USD 1,000,000 for all claims by Eligible Persons under both Extended Warranty and Purchase Protection in any one insurance year of this Policy.

B. Claims Forms

The Insurer or its authorised agent, upon receipt of a notice of claim, will furnish to the Eligible Person the necessary forms for filing proof of loss.

C. Proof of Loss

Written proof of loss including any required information necessary to support a claim must be furnished to the Insurer or its authorised agent at its said location within ninety (90) days after the date of the incident. The Policy will only pay claims that are completely substantiated in the manner requested within twelve (12) months after the incident date.

D. Time of Payment of Claims

Benefits payable under this Policy for any loss will be paid upon receipt of the written proof of such loss and all required information necessary to support the claim. The Insurer may in any claim for damage recoverable here under, require the Eligible Person to send the damaged item to an address designated by the Insurer at the Eligible Person's expense.

E. Payment of Claims

All Benefits payable will be paid to the Eligible Person or, in the case of death, to the Eligible Person's estate.

F. Misrepresentation and Fraud

Coverage as to an Eligible Person shall be void if, whether before or after a loss, the Eligible Person has concealed or misrepresented any material fact or circumstances concerning this insurance or the subject thereof, or the interest of the Eligible Person therein, or if the Eligible Person commits fraud or false swearing in connection with any of the foregoing.

G. The Insurer's Right to Recover From Others

If the Insurer makes payments, it is entitled to recover such amounts from other parties or persons. Any party or person to or for whom the Insurer makes payment must transfer to us his or her rights of recovery against any other party or person. The party or person transferring such must do everything necessary to secure these rights and must do nothing that would jeopardise them.

H. Legal Actions

No Action at law or in equity shall be brought to recover on this Policy prior to the expiration of 60 days after written proof of loss has been furnished in accordance with the requirements of this Policy.

I. Conformity with State Statutes

Any provision of this Policy which, on its effective date, is in conflict with the statutes of the state in which this Policy was delivered or issue for delivery is hereby amended to conform to the minimum requirements of such statutes.

Purchase Protection Full policy (including Terms & Conditions)

PART I. Definitions

“Covered Purchase” means an item with a purchase price in excess of USD 100 purchased by an Eligible Person and paid for by using an Eligible Account. For a purchase to be considered a Covered Purchase, the entire purchase amount for the item must have been made through the Eligible Account.

“Due Diligence” means the performance of all vigilant activity, attentiveness and care that would be taken by a reasonable and prudent person in the same or similar circumstances in order to guard and protect a Covered Purchase from loss, theft or damage.

“Eligible Account” means all Visa CEMEA Visa Platinum or Visa Infinite credit or debit card accounts held by an Eligible Person.

“Eligible Person” means certain Visa CEMEA customers over the age of 18 and issued with a Visa CEMEA Visa Platinum or Visa Infinite credit or debit card.

“Insurer” means White Horse Insurance Ireland Ltd

“Issuing Member” means any Visa CEMEA member bank which issues Visa Platinum or Visa Infinite credit or debit cards.

“Master Policyholder” means Visa CEMEA

“Mysterious Disappearance” means the vanishing of a purchased item in an unexplained manner where there is an absence of evidence of a wrongful act by a person or persons.

“Stolen” means a loss which involves the disappearance of a Covered Purchase from a known place under the circumstances that would indicate the probability of theft.

PART II. Individual Termination

An Eligible Person’s coverage shall terminate on the earliest of 1) the date the Eligible Person is no longer eligible to participate;
or, 2) the date the Eligible Account is defined as ineligible by the Issuing Member; due to closure or the account being out of order, or, 3) the date this Policy is terminated due to the expiry or termination of the Master Policy between the Insurer and the Master Policyholder.

PART III. Description of Coverage

If a Covered Purchase, or a Covered Purchase given as a gift, is Stolen or damaged, benefits will be paid subject to the terms and conditions of this Evidence of Insurance.

Purchase Protection:

Valuation, up to the amounts described in the Cover Limits set out below.,

Purchase Protection: Scope of Coverage.

Loss must occur within a) 30 Domestic days and b) 30 International Overseas days of the date of the Covered Purchase. No registration of the Covered Purchase is necessary.

Coverage is excess of USD 100.00 each and every occurrence or any other applicable insurance or indemnity the Eligible Person may have. Coverage is limited only to those amounts not covered by any other insurance or indemnity, up to the original purchase amount. In no event will this coverage apply as contributing insurance. This insurance is excess of all other valid and collectable insurance clauses found in other insurance or indemnity language.

Valuation

The Insurers shall be liable for the lesser of the following amounts:

- the amount of the Covered Purchase indicated on the Eligible Account; or
- the actual cost to repair or replace the Covered Purchase with an item of like, kind and quality.

With respect to Covered Purchase which consist of articles in a pair or set, the Insurer’s liability shall be limited to the cost of any particular part(s) which may be Stolen or damaged, unless the articles are unusable individually and cannot be replaced individually; provided, however, liability for items of jewellery or fine arts consisting of articles in a pair, set or collection will not be more than that cost of any particular parts which may be lost or damaged without reference to any special value which such article or articles may have as part of such pair, set or collection.

COVER PLATINUM/INFINITE

Any one item USD 1,500

Any one occurrence USD 3,000 (each and every card)

In the aggregate USD20,000

subject always to a maximum liability of USD1,000,000 for all claims by Eligible Persons under both Extended Warranty and Purchase Protection in any one insurance year of this Policy.

PART IV. Exclusions

Covered Purchases do not include:

- boats;
 - motorised vehicles (including but not limited to aeroplanes, automobiles and motorcycles) or their motors, equipment and accessories (including but not limited to communication devices intended solely for use in the vehicle);
 - land or buildings (including but not limited to homes and dwellings);
 - travellers cheques, tickets of any kind, negotiable instruments, bullion, rare or precious coins, cash or its equivalent;
 - plants or animals;
 - consumables and perishables;
 - items which the Eligible Person damages through alteration (including cutting, sawing or shaping);
- or
- services (including but not limited to the performance or rendering of labour or maintenance, repair or installation of products, goods, property or professional advices of any kind).
 - theft of, or damage to, jewellery, cameras or video recording equipment contained in baggage is not covered unless carried by the Eligible Person by hand or under the personal supervision of the Eligible Person or the Eligible Person's travelling companion previously known to the Eligible Person. Coverage is not provided for theft or damage caused by fraud, abuse, wear and tear, gradual deterioration, moths, vermin, inherent product defects, war or hostilities of any kind (including but not limited to invasion, rebellion or insurrection); any weapon of war employing atomic fission or radioactive force, whether in time of peace or war and nuclear reaction or nuclear radiation or radioactive contamination, all whether controlled or uncontrolled, and whether such loss be direct or indirect, proximate or remote, or be in whole or in part caused by, contributed to or aggravated by the perils insured against in this Policy; confiscation by any government, public authority or customs official; risks of contraband, losses arising from illegal activity or acts; act of God (including but not limited to flood, hurricane and earthquake); Mysterious Disappearance; property while in the care, custody or control of any common carrier.

Coverage is not provided for loss or damage when the Eligible Person fails to exercise Due Diligence to avoid or diminish loss or damage to Covered Purchases.

Items Stolen from public places are not covered unless they are locked wherever and whenever circumstances permit. Stolen items are not covered unless they are reported as Stolen, within 36 hours, to the police or an appropriate authority where the incident took place.

Lost items and items Stolen from unattended vehicles are not covered. Any additional exclusions are indicated in the Policy Summary.

PART V. Terms and Conditions

The coverage provided by this Policy is subject to the following terms and conditions:

A. Notification of Claims

If any covered loss occurs, notice must be provided to the Insurer within 45 days of the date that the incident occurred.

Failure to give notice within 45 days from the date of the incident will result in a denial of the claim.

The Eligible Person shall take all reasonable measures to protect, save and/or recover the property.

B. Claims Forms

The Insurer or its authorised agent, upon receipt of a notice of claim, will furnish to the Eligible Person the necessary forms for filing proof of loss.

C. Proof of Loss

Written proof of loss including any required information necessary to support a claim must be furnished to the Insurer or its authorised agent at its said location within ninety (90) days after the date of the incident. The Policy will only pay claims that are completely substantiated in the manner requested within twelve (12) months after the incident date. The Eligible Person must complete the claim form and attach all requested documentation, including a legible copy of the charge card transaction slip and/or the merchant receipt and police report or other proof of loss.

D. Time of Payment of Claims

Benefits payable under this Policy for any loss will be paid upon receipt of the written proof of such loss and all required information necessary to support the claim. The Insurer may in any claim for damage recoverable here under, require the Eligible Person to send the damaged item to an address designated by the Insurer at the Eligible Person's expense.

E. Payment of Claims

All Benefits payable will be paid to the Eligible Person or, in the case of death, to the Eligible Person's estate.

F. Misrepresentation and Fraud

Coverage as to an Eligible Person shall be void if, whether before or after a loss, the Eligible Person has concealed or misrepresented any material fact or circumstances concerning this insurance or the subject thereof, or the interest of the Eligible Person therein, or if the Eligible Person commits fraud or false swearing in connection with any of the foregoing.

G. The Insurer's Right to Recover From Others

If the Insurer makes payments, it is entitled to recover such amounts from other parties or persons. Any party or person to or for whom the Insurer makes payment must transfer to us his or her rights of recovery against any other party or person. The party or person transferring such must do everything necessary to secure these rights and must do nothing that would jeopardise them.

H. Legal Actions

No Action at law or in equity shall be brought to recover on this Policy prior to the expiration of 60 days after written proof of loss has been furnished in accordance with the requirements of this Policy.

I. Conformity with State Statutes

Any provision of this Policy which, on its effective date, is in conflict with the statutes of the state in which this Policy was delivered or issue for delivery is hereby amended to conform to the minimum requirements of such statutes.