



# Price Protection



The Visa Price Protection program helps you get the best Price you can find on most products you buy with Your Eligible Card with this benefit. 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\*, for a lower Price, We will refund You the difference, up to the benefit amount per item (and per account per twelve month period).

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

There is a maximum of 4 claims on any one type of item per Member per twelve-month period. Advertisements must be published or posted after the date you purchase your product with Your Eligible Card to qualify for VISA Price Protection coverage. Coverage automatically ends 30 days after the date you purchase the product. No registration is necessary.

All claims must be initiated within 4 calendar days of discovery of a Printed Advertisement or Non-Auction Internet Advertisement showing the lower price.

This coverage is secondary, over and above any amount due from any valid merchant lowest price guarantee.

## Products eligible for coverage

Subject to the exclusions below, new consumer products, not purchased for resale, paid for entirely with Your Eligible Card whether for Your own use or given as a gift, qualify for the VISA Price Protection program.

## Important Definitions

**Administrator** — VISA Claims Administrator; Maipú 255, Piso 17 – C1084ABE, Buenos Aires, Argentina.

**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.

**Eligible Card** — means any international VISA credit card.

**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 You 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 You purchased the product and must be for the identical item (same make, model number, and same model year).

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

**You, Your, or Cardholder** — means an individual with an open international VISA credit card account in good standing.

**We, Us and Our** — means AIG

## What is NOT covered

The VISA Price Protection program does not apply to:

- Any products purchased from an Internet site whose primary purpose is not the sale of merchandise.
- Products purchased for resale;
- 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 price;

- Used, antique, recycled, previously owned, rebuilt, or remanufactured items, whether or not you knew the items were used, antique, recycled, previously owned, rebuilt, or remanufactured;
- 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, items shown on price lists or price quotes, cost 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 or damage;
- Pharmaceutical and other medical products, optical products and medical equipment;
- Any items acquired illegally;
- The price difference from an advertisement outside of country of purchase and more than 100 kilometers from point of purchase or in a Duty Free zone within regional coverage scope.
- Any price difference found with an item sold as a special deal available only to the members of specific organizations or anywhere not open to the public, such as clubs and associations, other than those available with your payment card.

## How to file a claim

**For a Printed Advertisement**

- Save the Printed Advertisement for the same item by the same manufacturer at a lower price by a retailer located within the country of purchase and within 100 kilometers of point of purchase (excluding shipping/handling and sales tax, if any).

- Contact VISA Assistance Center within 4 calendar days of discovery of a Printed Advertisement or Non-Auction Internet Advertisement showing the lower price, for a claim form and filing procedures by either:
  - Contacting the Visa Assistance Center or via email at [LACclaim@ap-visa.com](mailto:LACclaim@ap-visa.com)
  - Writing the program administrator at:  
**Visa Claims Administrator**  
 Maipú 255 Piso 17  
 C1084ABE, Buenos Aires, Argentina
- Fill out the claim form and return with all required documentation within the time frame stated on the claim form. You will be asked to provide the following information:
  - A legible copy of Your original itemized and dated product receipt;
  - A legible copy of the account statement showing the product purchase;
  - A copy of the Printed Advertisement which shows the date of the advertisement, dealer or store name, the product (including model number), and sale price;
  - Any other documentation we may reasonably request.
- Once all required documentation is submitted and your claim is verified, you will receive a check for the price difference, up to a maximum amount per item and per account per twelve month period.

**For a Non-Auction Internet Advertisement**

- You must initiate a claim by contacting the Visa Assistance Center or by email at [LACclaim@ap-visa.com](mailto:LACclaim@ap-visa.com) within 4 calendar days of your discovery of the non-auction internet advertisement in order to receive the benefits of the VISA Price Protection program. You will be asked to provide the Internet address where the advertisement appeared. The program administrator will send You a claim form.
- Fill out the claim form and return with all required documentation within the time frame stated on the claim form. You will be asked to provide the following information:
  - A legible copy of Your original itemized and dated product receipt;
  - A legible copy of the account statement showing the product purchase;
  - A copy of the Non-Auction Internet Advertisement which shows the date the advertisement was posted, merchant name, web site address, customer service telephone number, the Product (including model number), sale price, and, if applicable, shipping, handling and other like charges;
  - Any other documentation we may reasonably request.
- Once all required documentation is submitted and your claim is verified, you will receive a check for the price difference, up to a maximum amount per item and per account per twelve month period.
- It is a condition of this coverage that you, as often as may be reasonably required by us, will submit, and within your power cause others to submit, to examinations under oath and will produce for examination all writings, books of account, bills, invoices and vouchers, or certified copies thereof, at such reasonable time and place as we may designate and will permit extracts and copies thereof to be made.

## General Provisions

This program description is not a policy or contract of insurance.

To qualify for the VISA Price Protection program, your account must be open and in compliance with the terms of Your VISA card agreement. We reserve the right to alter the terms of the VISA Price Protection program. No benefits will be provided in the event of fraud.

No person or entity other than the VISA Cardholder shall have any legal or equitable right, remedy or claim under or arising out of this coverage. No rights or benefits provided to VISA Cardholders under the VISA Price Protection program may be assigned without the prior written consent of the program administrator. Any assignment or transfer without the prior written consent of the program administrator shall be null and void.

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

Complete provisions pertaining to this plan of insurance are contained in the policy on file with Visa International, Latin America and Caribbean Region, Miami, Florida. 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	AIG Chile Compañía de Seguros Generales S.A.
Brasil	AIG Seguros Brasil S.A.
Chile	AIG Chile Compañía de Seguros Generales S.A.
Colombia	AIG Seguros Colombia S.A.
Ecuador	AIG Metropolitana Compañía de Seguros y Reaseguros S.A.
El Salvador	AIG Seguros El Salvador S.A.
Guatemala	AIG Seguros Guatemala S.A.
Honduras	AIG Seguros Guatemala S.A., Sucursal Honduras
Jamaica	AIG Jamaica Insurance Company Limited
México	AIG Seguros Mexico, S.A. de C.V.
Panamá	AIG Seguros Panamá, S.A.
Paraguay	AIG Chile Compañía de Seguros Generales S.A.
Perú	AIG Chile Compañía de Seguros Generales S.A.
Puerto Rico	AIG Latin America I.I. – Puerto Rico
Uruguay	AIG Seguros Uruguay S.A.
Venezuela	C.A. de Seguros American International

Listed underwriting companies (except those marked with \*) are member companies of AIG Property Casualty, Inc., 175 Water Street, New York, NY 10038.

AIG PC member companies provide security in the form of reinsurance for any non-member company listed.

PLEASE NOTE: The benefits described above do not apply to all Latin American and Caribbean Visa International Cards. Please check with your bank to verify that the coverage applies to your Visa International Card.

## Benefit amount

Core benefit	Benefit amount
Visa Classic*	USD 200 per account per 12 – month period

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

### Important notice

The description of these programs and benefits is only a tool for guidance on coverage for certain cardholders in Latin America and the Caribbean and is updated to April 2015. Please check with your Visa representative the validity of this information before communicating such benefits to customers and/or cardholders. 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 document is a summary of the policy intended to be distributed in full to cardholders. If a Visa issuer uses excerpts or portions of this material for distribution to cardholders, it does so at its own risk.

These descriptions are not insurance policies. Described insurances are subject to the terms and conditions in the applicable policies, which include certain restrictions, limitations and exclusions; and all coverages are subject to change or cancellation without notice.

Services and insurance coverage are provided by third parties. Visa is not an insurance company. The detail of all the provisions concerning the insurance plans is detailed in the policies. If there is any difference between the descriptions in this document and the policy signed by the cardholder at the local level, the policy in force locally will govern (in the jurisdiction where the Visa card was issued).

It is the sole responsibility of the issuer to ensure that its card program, customer agreement, card benefits and features, and other disclosures and issuer practices are in full compliance with all applicable federal, state, and local laws, regulations, and other legal requirements. Issuers should review the card benefits program with their legal counsel to ensure that the card benefits program and disclosures and customer agreements related to such card benefits or features, comply with all applicable legal requirements. Visa makes no representations or warranties as to the information contained herein. This material does not constitute legal advice or opinion.

Coverage and benefits provided by this program, including any such programs provided by insurance company affiliates of AIG and AXA, shall be null and void if they violate U.S. economic or trade sanctions 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.

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.

The terms and conditions described in this document do not apply to Visa cards issued in Brazil.

## Visa Card Benefit Services

Trinidad and Tobago: **+1-868-628-3368**

From the U.S. and Canada: **+1-800-396-9665** (toll free call)

From anywhere else in the world: **+1-303-967-1098** (collect call)



Visit **www.visa.com**  
for more detailed information.