

**MASTERCARD UNITED ARAB EMIRATES  
CITI REWARDS CARD**

**EFFECTIVE DATE OF COVER  
1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024**

**SUMMARY OF COVER**

<b>Insurance Coverage</b>	<b>Maximum Benefit Amount (USD)</b>
Purchase Protection	Per Occurrence Limit: 2,000 Annual Aggregate Limit: 5,000

The insurance benefit limit described in this Guide is in United States Dollars (USD). Payment of claims will be made in local currency where required by law using the official Foreign Exchange Rates published on the date Claim payment is made.

**PURCHASE PROTECTION INSURANCE TERMS & CONDITIONS  
FOR CITI REWARDS CARDHOLDERS**

**SECTION I GENERAL DEFINITIONS**

Terms with a specific meaning are defined below and have this meaning wherever they appear with an initial capital letter.

**Accidental Damage** means items that can no longer perform the function they were intended for due to broken parts or material or structural failures due to an accident.

**Annual Aggregate Limit** means the maximum amount of benefit per **Cardholder** available during the **Policy Period**.

**Cardholders/Insured Persons** means all individuals who have been issued an **Eligible Card**, including secondary or additional **Cardholders** on the same account, in the Territory and where such **Eligible Card** is issued by a participating Issuer.

**Covered Purchases** means items, other than those listed in Section III Exclusions, purchased entirely with the **Eligible Card** and/or have been acquired with points earned by a Rewards Program associated with the **Eligible Card**.

**Eligible Card** means a participating Issuer's MasterCard Citi Rewards credit cards.

**Eligible Cardholders** means those **Cardholders** with **Eligible Cards** that are valid, open and in good standing (not cancelled, suspended or delinquent) at the time of claim who shall be entitled to receive payment or such other benefit as is provided for in the Purchase Protection Insurance Certificate.

**Insurer** means **American Home Assurance Company (Dubai Br.)**

**Issuer** means Citibank N.A. – United Arab Emirates

**Mysterious Disappearance** means the loss of Covered Purchases under unknown circumstances.

**Per Occurrence Limit** means the maximum amount of benefit available under the Purchase Protection Insurance for any single Covered Purchase.

**Policy Period** means 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024.

**Territory** means United Arab Emirates.

**Theft** means the illegal act of taking a Covered Purchase

belonging to the Insured Person, without their consent, with intent to deprive him/her of its value.

**SECTION II COVERAGE**

The Insurer will pay for loss of Covered Purchases due to Accidental Damage or Theft, occurring within ninety (90) days from the date of purchase as indicated on the store receipt, up to the Per Occurrence Limit, and subject to the Annual Aggregate Limit per **Cardholder**.

- Covered Purchases given as gifts are covered.
- Covered Purchases include internet purchases.
- Covered Purchases do not have to be registered.

**SECTION III EXCLUSIONS**

This plan of insurance does not provide coverage for any of the following:

1. any motor vehicle, airplanes, drones, boats, automobiles and motorcycles and any equipment, parts or accessories;
2. permanent fixtures, including but not limited to carpeting, flooring, tile, air conditioners, refrigerators, or heaters;
3. travelers check(s), cash, tickets of any kind, negotiable instruments, bullion, rare or precious coins or stamps;
4. art, antiques, collectable items, furs, jewelry, gems, precious stones and Fragile Items;
5. consumables or perishables;
6. plants or animals;
7. hazardous materials and any item banned in the Territory;
8. access to internet websites, mobile applications, software or data files downloaded from the internet including but not limited to music files, photos, reading materials, books and movies; or reinstatement or recovery thereof;

9. used, rebuilt, refurbished, or remanufactured items at the time of purchase;
10. Mysterious Disappearance;
11. items rented out, rented or leased; items purchased for resale, professional, or commercial use;
12. services, shipping, handling, installation or assembly costs;
13. Losses occurring to item(s) You purchased online prior to Your taking possession of such item(s);
14. items damaged through alteration (including cutting, sawing, and shaping);
15. items left unattended in a place to which the general public has access;
16. any item confiscated by government authorities;
17. losses caused by abuse, willful damage, vermin and insect infestation, wear and tear, inherent product defect, mechanical or electrical failure, nuclear, biological or chemical event, terrorism or war.

#### SECTION IV CONDITIONS

1. It is the Insurer's decision whether to repair or replace the item or to reimburse the original purchase price less any rebates, discounts or rewards points.
2. Covered Purchases that are a pair or a set will be limited to the cost of replacement of the specific item if replaceable; otherwise, the value of the pair or set will be covered, not to exceed the Per Occurrence Limit.

#### SECTION V UNIFORM PROVISIONS

**1. Notice of Claim:** Written notice of claim must be given no later than ninety (90) days from the date of the incident. Failure to give notice within ninety (90) days from the date of the incident may result in a denial of the claim.

To file a claim, log on to:  
<https://www.mcpeaceofmind.com>

**Insurer:**

**American Home Assurance Company (Dubai Br.)**  
 Claims Department  
 The H Hotel – Complex, Trade Centre First, 27th Floor  
 P.O. Box 40569, Dubai, UAE  
 Tel: +971 – 4 -5096103 Toll free: 800035704308  
 Fax: +971 – 4 -6014018

Office Timings: 8:00am to 10:00pm, from Saturday to Thursday  
 Languages Supported: English / Arabic  
 Email: [MEA.Mastercard@AIG.com](mailto:MEA.Mastercard@AIG.com)

**2. Proof of Loss:**

The **Cardholder** must provide:

- a) a completed claim form
- b) copy of purchase receipt showing payment of the item was made entirely with the **Eligible Card**;
- c) For theft claims, official copies of the police report within thirty (30) days of incident;

**\*Cardholders may be required to send in the damaged item(s), at their expense, for further evaluation of the claim.**

**3. Payment of Claims:** All benefits will be paid by the Insurer to the **Eligible Cardholders**. Payment of any indemnity shall be subject to the laws and governmental regulations then in effect in the country of payment.

**4. Fraudulent Claims:** If the claim is in any respect fraudulent all benefits in respect of such claim shall be forfeited.

**5. Governing Law and Jurisdiction:** This purchase protection insurance, its eligibility and any terms and conditions are to be interpreted according to the laws of the United Arab Emirates. Any dispute will be subject to the jurisdiction of the competent courts of the United Arab Emirates.

**6. Sanctions:** If, by virtue of any law or regulation which is applicable to an Insurer, its parent company or its ultimate controlling entity, at the inception of this Policy or at any time thereafter, providing coverage to the Insured is or would be unlawful because it breaches an applicable embargo or sanction, that Insurer shall provide no coverage and have no liability whatsoever nor provide any defense to the Insured or make any payment of defense costs or provide any form of security on behalf of the Insured, to the extent that it would be in breach of such embargo or sanction.

**7. Data Disclosure:** By entering into this contract of insurance, You consent to the Insurer processing data relating to You for providing insurance products and services, legal, administrative and management purposes and in particular to the processing of any sensitive personal data relating to You.

You consent to the Insurer making such information available to third parties including but not limited to any Group Company, those who provide products or services to the Insurer or any Group Company, and regulatory authorities, within and outside Your country of domicile.