in the case of
lost or stolen item may be replaced. Typically, you will be notified of the decision within
three business days. You may also receive a replacement item with a maximum retail
value of up to ten thousand dollars ($10,000.00) per claim. Under normal circumstances,
imbursement will take place within five (5) business days of receipt and approval of
your claim.

Any other documentation deemed necessary to substantiate your claim
• Your completed and signed claim form
• Your Visa Business card receipt
• Documentation (if available) of any other settlement of the theft or damage
• Any other documentation deemed necessary to substantiate your claim
• Return your completed and signed claim form with all requested documentation

Extended Protection will pay the repair facility directly, if possible, or you may go to
an authorized repair facility and file a claim for reimbursement.

Do I need to register my purchases?
Yes. If you want to file a claim, you will need copies of your eligible
purchases that you make with your eligible Visa Business card. The benefits—available
under normal circumstances—are limited to the purchase price of the item, up to a
maximum of ten thousand dollars ($10,000.00) per claim and fifty thousand
dollars ($50,000.00) per cardholder. Under normal circumstances,
reimbursement will take place within five (5) business days of receipt and approval of
your claim.

The itemized store receipt

Warranty Registration service

If you purchased your item from a manufacturer, you may be entitled to a warranty
for a repair or replacement, instead of searching for critical documents, you can just
contact the manufacturer's customer service department and send you a claim form.

Who is eligible for these benefits?
• Visa Business cardholders

What are these benefits?
• Purchase Security
• Extended Protection

What does Purchase Security cover?
• Damage to or theft of an item

What documents do I need to submit with my claim?
• Return your completed and signed claim form with all requested documentation

For more information about the benefits described in this guide, call the Benefit
Administrator at 800-877-VISA (877-847-2472), or visit Visa.com/eclaims.

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For questions about your account, balance, or rewards points, please call the customer service number on your Visa Business
card statement.
Travel and Emergency Assistance Services

What is this benefit?
This benefit offers several services designed to help you in case of an emergency while traveling. The Benefit Administrator can correct you with the appropriate local emergency and legal assistance, provided that you are away from home, 24 hours a day, 35 days a year. (Please keep in mind that, due to occasional issues such as those listed above, you may not be able to receive all benefits. The Benefit Administrator can be responsible for the availability, use, cost, or results of any medical, legal, transportation, or other services).  

Who is eligible for this benefit?
You are eligible if you are a valid cardholder of an eligible Visa Business card issued in the United States. Your immediate family members and business associates may also benefit from these special services.

How do I use these services or claim them?
Simply call the toll-free, 24-hour Benefit Administrator at 1-800-VISA 911. If you are not able to talk, leave a message at 303-367-1000.

Is there a charge for these services?
Visa Business services and Visa Travel and Emergency Assistance Services are available to eligible Visa Business cardholders at no additional charge.

Please Note: Visa Travel and Emergency Assistance services provide assistance and referral only. Additional costs may be incurred by the cardholder for services provided by third parties.

Do I have to do anything else?
Please locate and report your claim as soon as possible, but no later than forty-five (45) days from the date of the incident/occurrence. No payment will be made on a claim that is not completely substantiated in the manner required by the Benefit Administrator within twelve (12) months of the date of the incident/occurrence.

Additional Provisions for Visa Business Cardholders

Additional Provisions for Visa Business Cardholders

These services also provide legal advice and information to help you understand your legal rights and responsibilities.

Please Note: You are responsible for the cost of any medical, legal, transportation, or other services you or your employer receive.

• Legal Referral Assistance can contact English-speaking attorneys and U.S. embassies and consulates if you're detained by local authorities, have a car accident, or need legal assistance. The Benefit Administrator can coordinate and pay up to $20,000 per occurrence to help defray travel costs from your Visa Business account. Later calls to the Benefit Administrator can help defray the costs of a medical referral, monitoring, and follow-up. The Benefit Administrator can give you names of local English-speaking doctors, dentists, and hospital administrators. You can also contact your primary insurance carrier in your local area.

Pre-Trip Assistance
You can get this benefit by using your Visa Business card to make a reservation at an airport. The Benefit Administrator can connect you with the appropriate local authorities in your destination area. In the case of a death, the Benefit Administrator can make arrangements to repatriate the remains.

• Emergency Transportation Assistance can help you make all the necessary arrangements for emergency transportation home to or from the nearest medical facility. This includes arranging to bring your business home to your employer and helping you stay in touch with family members or employers during the emergency. In the case of a death, the Benefit Administrator can make arrangements to repatriate the remains.

• Emergency Ticket Replacement helps you through your car's lost ticket replacement policies. This service is limited to pets and can only be used if you have a lost ticket. Please note: All costs are your responsibility.

• Legal Referral Assistance can contact English-speaking attorneys and U.S. embassies and consulates if your employer loses a claim or is being investigated by the Department of Justice, is being investigated by an agency, or is served with a legal process.

• Pre-Trip Assistance can provide you with information on your destination before you leave, such as ATM locations, currency exchange rates, weather reports, health precautions, recommended travel destinations, and more.

Additional Provisions for Travel and Emergency Assistance Services

The benefit described in this Guide to Benefits will not be applied to Visa Business cardholders whose accounts have been suspended or canceled. The terms and conditions contained in this Guide to Benefits may be modified by subsequent endorsements. In the event of any conflict between the terms in this Guide to Benefits and the terms in the Visa Business Cardholder Agreement, the terms in this Guide to Benefits shall prevail.

To learn more or to enroll in additional Guide to Benefits, go to forms.visa.com or call the Benefit Administrator at 1-800-VISA 911. For more information, please visit forms.visa.com.

TRAVEL & SECURITY SERVICES

Please Note: All costs are your responsibility.

• Legal Referral Assistance can contact English-speaking attorneys and U.S. embassies and consulates if you're detained by local authorities, have a car accident, or need legal assistance. The Benefit Administrator can coordinate and pay up to $20,000 per occurrence to help defray travel costs from your Visa Business account. Later calls to the Benefit Administrator can help defray the costs of a medical referral, monitoring, and follow-up. The Benefit Administrator can give you names of local English-speaking doctors, dentists, and hospital administrators. You can also contact your primary insurance carrier in your local area.

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ADDITIONAL PROVISIONS FOR TRAVEL AND EMERGENCY ASSISTANCE SERVICES

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