

PURCHASE PROTECTION TERMS & CONDITIONS

SUMMARY OF COVER

Territories	Bahrain Lebanon Palestine	Iraq Oman United Arab Emirates	Jordan Pakistan	Kuwait Qatar
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Eligible Card	Maximum Benefit Amount (USD)
Platinum Credit Cards	Per occurrence: 5,000 Annual Aggregate: 20,000
World Credit Cards	Per occurrence: 6,000 Annual Aggregate: 20,000
World Elite Credit Cards	Per occurrence: 7,500 Annual Aggregate: 20,000
World Legend Credit Cards	Per occurrence: 10,000 Annual Aggregate: 30,000
World Legend Exclusive Credit Cards	Per occurrence: 12,500 Annual Aggregate: 40,000

Each 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.

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 Mastercard Platinum, World, World Elite, World Legend, and World Legend Exclusive credit cards issued by a participating issuer within the territory.

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 provided for in this Purchase Protection Insurance Policy.

Insurer means the local Insurer for each Territory.

Issuer means a bank or financial institution or like entity that is authorized by Mastercard to operate a Mastercard credit card program in the Territory and is participating in the Purchase Protection offering to Cardholders.

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 annual policy starting from 1st June 2026 that will be automatically renewed on each annual anniversary. Any endorsement or amendments to the insurance cover, as agreed between the Insurer and Mastercard shall be binding without prior notice to the Insured.

Territory or Territories means the country/countries where the Mastercard was issued. Territories include Bahrain, Iraq, Jordan, Kuwait, Lebanon, Oman, Pakistan, Palestine, Qatar and 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 three hundred sixty-five (365) 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.

- c) For theft claims, official copies of the police report within five (5) days of incident;
- d) any other documents we may ask you to provide.

***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 Territory.

4. Concealment or Fraud: Coverage will be voided, whether before or after a loss, if You wilfully concealed or misrepresented any material fact or circumstance concerning this insurance or provided fraudulent information to the Insurer.

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 Territory where the Mastercard card was issued. Any dispute will be subject to the jurisdiction of the competent courts of the respective Territory.

6. Economic Sanctions Exclusions: We will not be deemed to provide cover and We will not be liable to pay any Claim or provide any benefit hereunder if We determine that the provision of such cover, payment of such Claim or provision of such benefit would expose the Insurance Provider, its parent company or its ultimate controlling entity to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions laws or regulations of the European Union, the United Kingdom, or the United States of America. We will not provide any cover in, or make any payments to any person or provider entity located in any country or region that is subject to comprehensive sanctions, which as of the effective date of this policy include Iran, Cuba, Syria, North Korea, Crimea Region of Ukraine, Donetsk People's Republic (DNR) Region and Luhansk People's Republic (LNR).

This policy will not: cover any loss, injury, damage or legal liability sustained directly or indirectly by any individual or entity identified on any applicable government watch list as a supporter of terrorism, narcotics or human trafficking, piracy, proliferation of weapons of mass destruction, organized crime, malicious cyber activity, or human rights abuses; or pay any Claim, loss, or expense involving any service provider who is on any such list.

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.

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>
Email address: MEA.Mastercard@travelguard.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;