

# TERMS AND CONDITIONS OF INSURANCE BENEFITS

## IMPORTANT INFORMATION

This insurance policy is underwritten by American Home Assurance Company (Dubai Br.) – Policy number A&H/AMEX/2020 (“Policy”)

The policy provides insurance coverage for the benefit of Platinum **Cardmembers**. The policy is held by AMEX (Middle East) B.S.C. (c) – Emirates [AEME] which is the only **Policyholder** and only it has direct rights under the contract of insurance against the **Insurer**. These rights are held for the benefit of (and in trust for) American Express **Cardmembers**. This document describes the benefits available under the policy of insurance for Platinum **Cardmembers** with a Platinum Card issued by AEME. Strict compliance with the terms and conditions of Our policy is required if You are to receive a benefit.

## ELIGIBILITY

The benefits described in Platinum Card Travel Insurance Benefits in this document are dependent upon a Platinum Card being issued by AEME, the Platinum card account being valid accordance with the **Cardmember** agreement at the time of any incident giving rise to a claim. As well, under Platinum Card Retail Insurance Benefits (Benefits 8) the Eligible Items must be purchased in full using the Platinum Card. AEME will give **You** notice if there are any material changes to the policy or if it is cancelled or expires without renewal on equivalent terms.

## ASSISTANCE

For assistance, queries and claims, please contact Our claims representative on (+971) 4 5096111 or through [myclaim@aig.com](mailto:myclaim@aig.com)

In case of a medical emergency while abroad, please call the medical assistance contact number on +1 817 826 7276. Please be ready to provide Your Platinum card number which should be used as Your reference number.

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# PLATINUM CARD TRAVEL INSURANCE BENEFIT

## IMPORTANT THINGS TO KNOW (ALL TRAVEL INSURANCE BENEFITS)

- 1) Please see General Definitions. These words all have special meaning and appear in bold throughout this document.
- 2) Who is entitled to Platinum Card Travel Insurance Benefits: All Platinum Cardmembers including supplementary **Cardmembers** and their **Families** including children under 19 who are entirely financially and/or legally dependent on the **Cardmember**.
- 3) Age Limit for Medical Assistance and Expenses: All Platinum **Cardmembers** including supplementary **Cardmembers** and their **Families** must be under 80 throughout the Trip to receive medical assistance and expenses benefits. This is the only upper age limit that applies.
- 4) Age Limit for Children: Covered children must be under 19 on the first day of the **Trip**.
- 5) Benefit Limits: All limits are per person unless otherwise noted and valid while on a **Trip** (See General Definition for **Trip**).
- 6) Excess: There is an excess of the first US\$ 100 per Cardmember and/or dependent per each and every occurrence of out-patient treatment.
- 7) Trip Length: **Trips** can be up to 91 consecutive days or 183 days in a 12-month period (See General Definition for **Trip**).
- 8) Pre-existing Medical Conditions: You will not be eligible for benefits if You were previously aware of Your condition (See General Exclusions).
- 9) Winter and Special Sports Information: All benefits apply when participating in most adventurous and usual holiday sports, including winter sports. For example: canoeing, fishing, golf, horse riding, mountain-biking, parascending, scuba-diving, skiing and snowboarding (including off-piste with a guide), tennis, water-skiing.  
**However, certain sports and activities are excluded. If You are going to take part in any sports which could be considered dangerous, please call a claims representative on (+971) 4 5096111.**
- 10) These Insurance Benefits are Secondary: The **Insurer** will only pay amounts if they are not covered by other insurance, state benefits or other agreements. You must inform the **Insurer** of these and assist them in seeking reimbursement where appropriate.

## BENEFIT 1 - PRE-TRAVEL ADVICE

Before and during Your Trip We will provide You with information on:

- 1) Current visa and entry requirements for all countries. If You hold a passport from a country other than the Country of Residence, We may need to refer You to the embassy or consulate of the country concerned.
- 2) Current vaccination requirements for all countries and information on current World Health Organisation warnings.
- 3) Weather forecasts abroad.
- 4) Customs and duty regulations.
- 5) Time zones and time differences.
- 6) Opening hours of major banks including information on foreign exchange rates and value added taxes.
- 7) Locations of American Express Travel Offices worldwide.
- 8) Embassies or Consulates abroad.
- 9) Interpreters.

## BENEFIT 2 - TRAVEL ASSISTANCE

During Your Trip We will:

- 1) Provide You with referrals to medical services including physicians, hospitals, clinics, ambulances, private duty nurses, dentists, dental clinics, services for the disabled, opticians, ophthalmologists, pharmacies, suppliers of contact lenses and medical aid equipment.
- 2) Dispatch a doctor to Your location if Your condition or the circumstances require it, in order to assess the medical condition; (the cost of health treatment and any doctor's fees shall be borne by You unless covered under a benefit of this Group Policy).
- 3) **We** will organise Your subsequent admission into an appropriate hospital and, if requested, guarantee the medical expenses (to be charged to Your account and subject to authorisation, unless covered under a benefit of this Group Policy).
- 4) If Your condition or the circumstances require it, and if legally possible, We will despatch necessary medicine to Your location if it or a suitable replacement cannot be obtained locally. The cost of the medicine shall be borne by you. The cost of shipment shall be borne by us.
- 5) If Your glasses or contact lenses are stolen, broken or lost, We will despatch replacement lenses or glasses to Your location. The cost of the actual lenses or glasses shall be borne by you. The cost of shipment shall be borne by us.
- 6) When possible by law, We shall endeavour to facilitate the transfer of lost or forgotten prescription medications from Your home pharmacy to a local pharmacy. The cost of the medication and any prescription charges shall be borne by you.
- 7) If You are jailed (or threatened to be jailed) We shall appoint and advance the fees of a lawyer up to US\$ 1,000 (to be charged to Your account and subject to authorisation).
- 8) If You are jailed (or threatened to be), We shall advance the bail bond up to US\$ 10,000 (to be charged to Your account and subject to authorisation).
- 9) In case of Your imprisonment or hospitalisation and circumstances demand the services of an interpreter, We shall make the necessary arrangements to dispatch an interpreter to Your location (to be charged to Your account and subject to authorisation).
- 10) In the event of lost or stolen cash, travellers' cheques, credit and charge cards or in the event that there are no American Express Travel Service Offices or automatic teller machines (ATMs) available at Your location, We shall advance cash to You up to US\$ 1,000 (to be charged to Your account and subject to authorisation).
- 11) **We** will transmit urgent messages from You to relatives, business associates, friends residing in Your Country of Residence and vice versa.
- 12) **We** will provide assistance in locating lost luggage and shall provide to You regular updates on the location status.
- 13) In case of loss or theft of the American Express Card or identity papers necessary to return home, We will provide assistance in replacing them. In the event of loss or theft of the transportation ticket to return home, a replacement transportation ticket shall be provided for an amount up to US\$ 1,000 (to be charged to Your account and subject to authorisation).

## BENEFIT 3 - MEDICAL ASSISTANCE AND EXPENSES

All Platinum **Cardmembers** including supplementary **Cardmembers** and all **Families** must be under 80 throughout the Trip to receive medical assistance and expenses benefits.

If You have an accident or You are ill during Your **Trip**, contact the medical assistance phone number on +1 817 826 7276 as soon as You can. By contacting the medical assistance team, they will, where possible, arrange everything necessary for You including seeing a doctor or other medical professional, admission to hospital and Your medical treatment. They will also pay for necessary expenses which have been approved by their senior medical officer. When You have recovered sufficiently, and if necessary, the medical assistance team will arrange for Your travel home.

All costs must be approved in advance by the **Insurer**.

### YOUR BENEFITS

- 1) Medical treatment: Up to US\$ 150,000 for in-patient and US\$ 20,000 for out-patient for necessary medical, surgical and hospital costs as a result of You becoming ill or being injured during Your **Trip**. In order for the **Insurer** to

evaluate the facts of the medical situation, **You** must release Your treating physician and Your registered medical practitioners from their doctor/patient confidentiality.

- 2) Transport to hospital: Necessary costs for transporting or transferring You to the nearest adequately equipped hospital if free transport is not available.
- 3) Your travel home after treatment: The **Insurer** will arrange and pay for necessary costs including medical escort for Your journey home.
- 4) Return home of Your travelling companions: Economy flight or standard rail ticket if their original means of transportation home cannot be used.
- 5) Dental treatment: Up to US\$ 250 for emergency dental costs.
- 6) Friend or relative to extend their stay during Your treatment: Up to US\$ 100 a night towards their meals and accommodation costs until the **Insurer's** senior medical officer advises that You no longer require further treatment on Your **Trip**.
- 7) Friend or relative to visit You in hospital: Economy flight or standard rail ticket for a friend or relative visiting You in hospital or during Your recovery, if You are travelling alone. The benefit will cease when You return to Your **Country of Residence**.
- 8) Extend Your stay following medical treatment: Up to US\$ 100 a night (maximum 5 nights) towards meals and accommodation costs for You and one other person if the **Insurer's** senior medical officer advises You to extend Your stay after Your treatment.
- 9) Return home of Your children: Reasonable travel expenses and up to US\$ 200 a night (maximum 3 nights) towards meals and accommodation costs for a friend or relative to collect and bring home Your children if **You** are unable to care for them.
- 10) Funeral and burial expenses: If You die whilst on a **Trip**, the **Insurer** will pay for either transportation of the remains home or up to US\$ 3,000 for local cremation or burial.

## **SPECIAL EXCLUSIONS**

- 1) Costs not approved by the Insurer's senior medical officer.
- 2) Treatment that the Insurer's senior medical officer considers can be reasonably delayed until Your return to Your Country of Residence.
- 3) Medical and dental treatment within Your Country of Residence.
- 4) Treatment that can be provided free or at a reduced cost by a state benefit provider or equivalent unless otherwise agreed by the Insurer.
- 5) Costs after the date the Insurer's senior medical officer tells You that You should return home.
- 6) Costs where You have refused to follow the advice of the Insurer's senior medical officer.
- 7) Treatment or costs incurred for cosmetic reasons unless the Insurer's senior medical officer agrees that such treatment is necessary as a result of a medical emergency.
- 8) Treatment that was planned or that could have been reasonably foreseen before Your Trip.
- 9) Coffins or urns in excess of those which meet international airline standards.
- 10) Anything mentioned in General Exclusions.

## **BENEFIT 4 - PERSONAL BELONGINGS**

### **YOUR BENEFITS**

This benefit applies to Your personal belongings which You take, purchase or hire while on Your **Trip**; **Valuables** provided that they are kept on You at all times, locked in a safe, or in a locked storage area of a vehicle.

- 1) If Your personal belongings are lost, stolen or damaged, You will be paid up to:
  - a) US\$ 2,000 in total per **Trip**;
  - b) US\$ 500 for the current value of or cost to repair any item, or any pair or set of items which are complimentary or used together.

## SPECIAL EXCLUSIONS

- 1) Normal wear and tear.
- 2) Lost, stolen or damaged personal belongings where You have failed to take sufficient care of them or have left them unsecured or outside Your reach.
- 3) Loss or theft not reported to the police or provider of Your transport or accommodation within 48 hours and a report obtained.
- 4) Damage to personal belongings whilst in the care of a transport provider which has not been reported within 48 hours and a report obtained.
- 5) Theft of or damage to vehicles, or items in a vehicle where there is no evidence of break in.
- 6) Any document, currency, money or instruments of payment.
- 7) Damage to fragile or brittle items.
- 8) Household goods.
- 9) Theft from a roof or boot luggage rack, other than theft of camping equipment.
- 10) Anything mentioned in General Exclusions.

## BENEFIT 5 - CAR RENTAL BENEFITS – THEFT AND DAMAGE

### YOUR BENEFITS

These benefits will apply while on a **Trip**, for all drivers, up to a maximum of 5, named on Your rental agreement. Benefits only apply where the rental company allows You to decline the purchase of additional or optional insurances from the rental company.

- 1) If Your rental vehicle is stolen or damaged, the **Insurer** will pay any amounts You are responsible for under the rental agreement, including the excess. This will apply whether or not You are responsible for the accident. You will be paid no more than the value of the rental vehicle up to US\$ 30,000 in respect of any one accident or occurrence.
- 2) Following an accident involving Your rental vehicle, the **Insurer** will appoint a lawyer to control and be responsible for all legal proceedings.
- 3) As a result of this benefit You do not need to purchase additional or optional insurances from the rental company which include:
  - a) Collision Damage Waiver (CDW)
  - b) Loss Damage Waiver (LDW)
  - c) Removal/reduction of excess (Super CDW/LDW)
  - d) Theft Protection (TP)
  - e) Personal Accident (PA) (see Personal Accident Benefit)

## SPECIAL EXCLUSIONS

- 1) The Insurer will only pay in excess of any insurance which is included in the rental agreement.
- 2) You may have no more than one rental agreement at any one time.
- 3) Use of the rental vehicle outside the terms of the rental agreement.
- 4) Mopeds and motorbikes, commercial vehicles, trucks, motor homes, and vehicles not licensed for road use including but not limited to trailers or caravans.
- 5) Vehicles used off-road, in or in-training for, racing competitions, trials, rallies or speed testing.
- 6) Anything mentioned in General Exclusions.

## CLAIMS PROCESS

If Your rental vehicle is stolen or damaged and You are liable for charge(s), including the excess charge, by the rental company. Please contact us directly to set up a claim and We will advise on the next steps of how to proceed:

How to make a claim:

In order to report a claim or make a query, please contact Our claims representative on (+971) 4 5096111. Alternatively You can email the following address where the claim will be created and forms sent to You to be completed: [myClaim@aig.com](mailto:myClaim@aig.com)

## BENEFIT 6 - TRAVEL INCONVENIENCE

### YOUR BENEFITS

All the following travel, refreshment and accommodation costs, and the purchase or hire of essential items must be charged to **Your** American Express Card while on a **Trip**. If You are not a **Cardmember** or not travelling with a **Cardmember**, another payment method maybe used, but receipts must be kept.

- 1) **You** will be reimbursed up to US\$ 300 per person for additional travel, refreshment and accommodation costs prior to Your actual departure if:
  - a) Missed departure: You miss Your flight, train or ship due to an accident or breakdown of Your vehicle, or an accident, breakdown or cancellation of public transport and no alternative is made available within 4 hours of the published departure time;
  - b) Delay, cancellation or overbooking: Your flight, train or ship is delayed, cancelled, or overbooked and no alternative is made available within 4 hours of the published departure time;
  - c) Missed connection: You miss Your connecting flight, train or ship and no alternative is made available within 4 hours of the published departure time.
- 2) **You** will be reimbursed for the purchase or hire of essential items up to:
  - d) Baggage delay: US\$ 300 per person if Your checked in baggage has not arrived at Your destination airport within 4 hours of Your arrival;
  - e) Extended baggage delay: An additional US\$ 350 per person if Your checked in baggage has still not arrived at Your destination airport within 48 hours of Your arrival.

### SPECIAL EXCLUSIONS

- 1) Additional costs where the airline, train or ship operator has offered alternative travel arrangements, and these have been refused.
- 2) Baggage delay or extended baggage delay on the final leg of Your return flight.
- 3) Under baggage delay and extended baggage delay, items that are not immediately necessary for Your Trip.
- 4) Failure to obtain a Property Irregularity Report from the relevant airline authorities of missing baggage at Your destination.
- 5) Where You voluntarily accept compensation from the airline in exchange for not travelling on an overbooked flight.
- 6) Anything mentioned in General Exclusions.

## BENEFIT 7 - TRAVEL ACCIDENT

### YOUR BENEFITS

This benefit applies to accidents caused by a sudden identifiable violent external event that happens by chance.

- 1) **You** will be paid US\$ 1,000,000 if You have an accident while You are on a **public vehicle** on Your Trip which within 365 days causes:
  - a) Death;
  - b) The complete and permanent loss of use of any limb;
  - c) The entire and irrecoverable loss of Your sight, speech or hearing;
  - d) Permanent disablement confirmed by the **Insurer's** senior medical officer that has lasted for at least 12 months preventing You from continuing any occupation and where there is no reasonable chance of recovery.
- 2) The maximum amount that You will be paid is US\$ 1,000,000 per **Trip**.
- 3) The benefit amount for death is reduced to US\$ 15,000 for children under 16.

### SPECIAL EXCLUSIONS

- 1) No benefits will apply for accidents on or involving vehicles chartered or hired privately.
- 2) Anything mentioned in General Exclusions.

## BENEFIT 8 - LEGAL ASSISTANCE AND COMPENSATION

### YOUR BENEFITS

- 1) Legal defence costs and compensation You are liable for: Following an accident on Your **Trip**, if a claim is made against You and You are found legally liable for injuring another person or damaging their property and possessions, the **Insurer** will pay:
  - a) Legal defence costs up to US\$ 7,000;
  - b) Compensation up to US\$ 5,000 arising directly or indirectly from one cause;
  - c) An economy flight or standard rail ticket if You have to attend a court.
- 2) Legal costs in pursuit of compensation: If You have an accident or You are ill during Your **Trip**, and decide to seek compensation, the **Insurer** will pay:
  - a) Legal costs up to US\$ 7,000;
  - b) An economy flight or standard rail ticket if You have to attend a court.
- 3) Legal Proceedings: The **Insurer** will appoint a lawyer to control and be responsible for all legal proceedings.
- 4) Interpreter Fees: The **Insurer** will arrange and pay for an interpreter to assist in legal cases.
- 5) If legal proceedings are successful any legal costs and expenses are to be reimbursed as part of any financial awards received.

### SPECIAL EXCLUSIONS

- 1) Any costs where You admit liability, negotiate, make any promise or agree any settlement.
- 2) Legal costs in pursuit of compensation where the Insurer thinks there is not a reasonable chance of You winning the case or achieving a reasonable settlement.
- 3) Claims made against you, by Your Family, or any Cardmembers on Your Platinum card account and their Families, or anyone who works for you.
- 4) Claims made by you, against Your Family, or any Cardmembers on Your Platinum card account and their Families, or anyone who works for you.
- 5) Claims made by You against AEME, the Insurer, a travel agent, tour operator or carrier.

- 6) Liability as a result of damage to property and possessions which are under Your care or responsibility during Your Trip.
- 7) Liability You incur solely as a result of a contract You have entered into.
- 8) Claims caused directly or indirectly by ownership, possession or use of motorised vehicles, aircraft, watercraft or firearms, or animals.
- 9) Claims caused directly or indirectly in connection with land or buildings which You own or are using except as temporary holiday accommodation.
- 10) Claims arising directly or indirectly in connection with any business, profession or trade activity.
- 11) Any fines and punitive damages.
- 12) Costs relating to inquests, application for review of a judgment or legally binding decision.
- 13) Anything mentioned in General Exclusions.

## PLATINUM CARD RETAIL INSURANCE BENEFITS

PLEASE NOTE: To be eligible for cover under Purchase Protection, items must be purchased in full with the Platinum Card.

### BENEFIT 9 - PURCHASE PROTECTION

#### YOUR BENEFITS

This benefit applies to items purchased on the Platinum card account for personal use that have had no previous owner and were not purchased privately.

- 1) If the item is stolen or damaged within 90 days of purchase, You will be paid:
  - a) The costs of repair or replacement of an item up to a maximum of the purchase price or US\$ 2,000 whichever is the lower. The purchase price will be the cost of a pair or set of items if they are used together and cannot be replaced individually;
  - b) Up to a maximum of US\$ 2,000 for any one incident;
  - c) Up to a maximum of US\$ 50,000 in any 12-month period.

#### SPECIAL EXCLUSIONS

- 1) The first US\$ 90 of any claim.
- 2) Normal wear and tear.
- 3) Damage caused intentionally by you.
- 4) Damage to items caused by product defects.
- 5) Theft of or damage to items where You have failed to take sufficient care of them or have left them unsecured or outside Your reach.
- 6) Theft not reported to the police within 48 hours of discovery and a written report obtained.
- 7) Not taking reasonable care of items or leaving them unattended in a public place.
- 8) Theft of or damage to vehicles, their parts, or items in a vehicle.
- 9) Theft of or damage to money, or other cash equivalents, travellers cheques or tickets.
- 10) Theft of or damage to animals, plants, consumables, and perishable goods.
- 11) Theft of electronic items and equipment.
- 12) Any fraudulent, dishonest or criminal act committed by You or anyone with whom You are in collusion.
- 13) Confiscation or destruction of purchases by any Government, customs or public authority.
- 14) Anything mentioned in General Exclusions.



# BENEFIT 10 - REFUND PROTECTION

## YOUR BENEFITS

The benefit applies to items purchased from a **Store** operating in Your **Country of Residence**, with premises at an address in Your **Country of Residence**, which have had no previous owner.

- 1) If a **Store** will not take back an unused item purchased on the Platinum card account for personal use within 90 days of purchase, You will be paid:
  - a) The purchase price of the item or US\$ 550 whichever is the lower;
  - b) Up to a maximum of US\$ 1,800 in any 12-month period.

## SPECIAL EXCLUSIONS

- 1) Any item with a purchase price less than US\$ 50.
- 2) Items that are not in a new and saleable condition, free from all defects, and in full working order.
- 3) Jewellery, precious stones, rare and precious coins or stamps; one of a kind items including antiques, art work and furs; cash or its equivalents, travellers cheques, tickets; services; mobile phones and accessories; recorded media (including but not limited to CD's, DVD's, computer software, video and audio tapes); books; animals and plants; consumable and perishable goods; healthcare items; rebuilt and refurbished items; closing down sale items; vehicles and their parts; land and buildings; items permanently affixed to home, office or vehicles.
- 4) Anything mentioned in General Exclusions.

## GENERAL DEFINITIONS

These words all have special meaning and appear in bold throughout this document.

### **Cardmember**

- the main card holder and the supplementary card holder(s) of a valid Platinum Card issued by AMEX (Middle East) B.S.C. (c) – Emirates.

### **Close relative**

- partner/spouse, married; mother; mother-in-law; father; father-in-law; daughter; daughter-in-law; son; son-in-law; sister; sister-in-law; brother; brother-in-law; grandparent; grandchild; stepmother; stepfather; stepsister; stepbrother; aunt; uncle; niece; nephew.

### **Country of Residence**

- Your country of official residence to be substantiated by an official document.

### **Family**

- a **Cardmember's** legally married spouse(s), living at the same address as the **Cardmember**, and children under 19 who are entirely financially and/or legally dependent on the **Cardmember** including stepchildren, fostered or adopted children.

### **Insurer/our/us/we/**

- American Home Assurance Company (Dubai Br.), Registered under UAE Federal Law No. 6 of 2007, Insurance Authority Registration No. 79 Commercial License No. 613392, dated 6th July 2008

### **Policyholder**

- AMEX (Middle East) B.S.C. (c) – Emirates [AEME].

### **Public Vehicle**

- any publicly licensed aircraft, sea vessel, train or coach on which You are booked to travel.

### **Store**

– a place that You can physically enter and buy goods in the **Country of Residence**. This does not include any internet websites, mail order companies, any form of auction or market traders.

### Trip

- a journey outside Your **Country of Residence**; or a journey within Your **Country of Residence** which must include a flight, or at least one night pre-booked accommodation away from home. **Trips** can be up to 91 consecutive days or up to 183 days during each 12 month period, but must commence and end in Your **Country of Residence**.

### Valuables

- jewellery, gold, silver, precious metal or precious or semiprecious stone articles, watches, furs, leather goods, cameras, camcorders, photographic audio video computer television and telecommunications equipment (including CD's, DVD's, tapes, films, cassettes, cartridges and headphones), computer games and associated equipment, telescopes, binoculars, portable DVD players, ipods, MP3 or MP 4 players.

### You/your

- the main Platinum **Cardmember** and their **Family**, and their supplementary Platinum **Cardmembers** and their **Family**. All Platinum **Cardmembers** including supplementary **Cardmembers** and all **Families** must be under 80 throughout the Trip to receive medical assistance and expenses benefits.

## GENERAL EXCLUSIONS - WHAT IS NOT INCLUDED

You will not be paid for claims directly or indirectly as a result of:

- 1) Not following the advice or instructions of the Insurer or their senior medical officer.
- 2) Participating in special sports and activities. Please refer to Important Things to Know.
- 3) Participating in or training for any professional sports.
- 4) Work-related accidents or accidents covered under any employment insurance policy.
- 5) Not taking reasonable care of yourself and Your personal belongings.
- 6) Your self-inflicted injuries except when trying to save human life.
- 7) Your injuries caused by Your negligence or failure to follow the laws and regulations of the country where You are travelling.
- 8) Your phobias, emotional, mental or depressive illnesses of any type.
- 9) Your suicide or attempted suicide.
- 10) Your injuries or accidents which occur while under the influence of alcohol (above the local legal driving limit) or drugs unless prescribed by a registered medical practitioner.
- 11) Pre-existing medical conditions known to you, when You apply for Your Platinum Card and any Cards on Your Account, or prior to booking Your Trip, whichever is the most recent, for which you:
  - a. Have attended a hospital as an in-patient during the last 12 months;
  - b. Are awaiting test results or on a waiting list for an operation, consultation or investigation;
  - c. Have commenced or changed medication or treatment within the last three months;
  - d. Require a medical, surgical or psychiatric check up every twelve months or more frequently;
  - e. Have been given a terminal prognosis;
  - f. Know of any reason, which may necessitate any Trip to be cancelled or cut short.
- 12) Pregnancy within eight weeks of the estimated date of delivery.
- 13) Travelling against the advice of a registered medical practitioner.
- 14) Industrial action which has commenced or has been announced prior to booking Your Trip.
- 15) Trips in, or booked to, countries where a government agency has advised against travelling or which are officially under embargo by the United Nations.
- 16) Any fraudulent, dishonest or criminal act committed by you, or anyone with whom You are in collusion.
- 17) Confiscation or destruction of Your personal belongings by any Government, customs or public authority.
- 18) Terrorist activities except while on a public vehicle.
- 19) Declared or undeclared war or hostilities.
- 20) Actual or alleged exposure to biological, chemical, nuclear or radioactive material or substance.
- 21) Planned or actual travel in, to, or through Cuba, Iran, Syria, North Korea, or the Crimea region and actual travel in, to, or through Afghanistan or Iraq.

## ASSISTANCE AND CLAIMS REQUIREMENTS

In order to report a claim or make a query, please contact Our claims representative on (+971) 4 5096111. In case of a medical emergency while abroad, please call the medical assistance contact number on +1 817 826 7276. Please be ready to provide Your Platinum card number which should be used as Your reference number.

- 1) All claims and potential claims must be reported within 30 days.
- 2) All Medical Assistance and Expenses costs must be approved in advance by the **Insurer**.
- 3) The **Insurer** will only pay amounts if they are not covered by other insurance, state benefits or other agreements. You must inform the **Insurer** of these and assist them in seeking reimbursement where appropriate.
- 4) Interest will only be paid on claims if payment has been unreasonably delayed following the **Insurer's** receipt of all the required information.
- 5) **You** must provide all the following items, information and documentation at Your own expense.

## PLATINUM CARD TRAVEL INSURANCE BENEFITS

Benefit	Information required
General	<ul style="list-style-type: none"> <li>• <b>Your</b> Platinum Card Number</li> <li>• Proof that You were on a <b>Trip</b></li> <li>• All documents must be original</li> <li>• Completed claim form when needed</li> <li>• The name of Your treating registered medical practitioner</li> </ul>
Medical Assistance and Expenses	<ul style="list-style-type: none"> <li>• Invoices and medical report detailing medical treatment and costs You have paid</li> <li>• Any unused tickets</li> </ul>
Personal Belongings	<ul style="list-style-type: none"> <li>• Report from police or provider of accommodation or transport</li> <li>• Proof of ownership</li> <li>• Damaged personal belongings</li> </ul>
Car Rental Cover – Collision Damage Excess Waiver	<ul style="list-style-type: none"> <li>• Rental agreement</li> <li>• Accident report</li> </ul>
Travel Inconvenience	<ul style="list-style-type: none"> <li>• Travel ticket</li> <li>• Public transport operator's confirmation of delay, cancellation, missed connection or overbooking</li> <li>• Airline confirmation (Property Irregularity Report) including details of baggage return date</li> <li>• Proof of purchases made using Your American Express Card. If You are not a <b>Cardmember</b> or not travelling with a <b>Cardmember</b>, and an alternative payment method has been used, You will still need to provide proof of purchase</li> <li>• Evidence from the appropriate organisation detailing the cause of the delay if You miss Your departure</li> </ul>
Travel Accident	<ul style="list-style-type: none"> <li>• Evidence from the appropriate organisation detailing the accident</li> <li>• Approved medical reports</li> </ul>
Legal Assistance and Compensation	<ul style="list-style-type: none"> <li>• Relevant legal documents</li> <li>• Evidence of incident as appropriate</li> </ul>

## PLATINUM CARD RETAIL INSURANCE BENEFITS

General	<ul style="list-style-type: none"> <li>• <b>Your</b> Platinum Card Number</li> <li>• Proof that You purchased the item on Your Platinum Card</li> <li>• All documents must be original</li> <li>• Completed claim form when needed</li> </ul>
Refund Protection	<ul style="list-style-type: none"> <li>• Details of the retailer who refused to accept returned items</li> <li>• Purchased items in original packaging</li> </ul>

## COMPLAINTS PROCEDURE

We aim to provide You with the highest level of service. However, if for some reason You are unhappy, please let the **Insurer** know by calling a claims representative on (+971) 4 5096111. If You are still not satisfied, or would prefer to put Your concerns in writing, You can contact the **Insurer** by writing to:

American Home Assurance Company (Dubai Br.)  
The H Hotel – Complex, Trade Centre First, 27th Floor,  
P.O. Box 40569, Dubai, UAE

## 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.

## CONSUMER NOTICE ANALYSIS

AIG is subject to compliance with US sanctions laws. For this reason, this policy does not cover any loss, injury, damage or liability, benefits, or services directly or indirectly arising from or relating to a planned or actual Trip to or through Cuba, Iran, Syria, North Korea, or the Crimea region. In addition, this policy does not cover any loss, injury, damage or liability to residents of Cuba, Iran, Syria, North Korea, or the Crimea region. Lastly, 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 lists 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.

## GOVERNING LAW AND DISPUTE RESOLUTION

Any interpretation of this Policy relating to its construction, validity or operation shall be made in accordance with the laws as applied in the United Arab Emirates. This Policy has also been issued in Arabic and in case of any conflict between this version and the Arabic version, Arabic language will prevail.

Any dispute or difference which may arise under or in connection with this policy (including dispute regarding settlement whether arising before or after its termination or expiry shall be submitted to the exclusive jurisdiction of the Courts of the United Arab Emirates.

## COMPLIANCE

The benefits of the Policy are subject always to Your full compliance with the terms and conditions to each Policy section.

## 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 Residence**.

## SUBROGATION

On payment of any claim **We** are entitled at **Our** expense to take or permit to be taken all necessary steps for enforcing rights against any other party who is responsible in **Your** name before or after any payment is made by **Us**.

## PRIVACY POLICY

To review **Our** privacy policy, please go to <http://www.aig.ae>