

# MasterAssist – Certificate of Eligibility

TO WHOM IT MAY CONCERN

Issue Date:

Every trip is an opportunity for Adventure. Mastercard® & AIG® hope this one takes you on a priceless journey.

## CARD INFORMATION

**Card Issuer**  
Mastercard

**Card Type**

**BIN Number**

## TRIP INFORMATION

**Destination**

**Departure Date**

**Return Date**

## INSURED & FAMILY MEMBERS INFORMATION

**Cardholder**

**DOB**

**Nationality**

**Passport Number**

**Spouse**

**Children**

Covered Benefits	Maximum Limit
Personal Accident Benefits *	
Travel Accident Common Carrier - International Trips	Up to USD 500,000
Travel Accident Common Carrier - Domestic Trips	Up to USD 100,000
Travel Accident Insured Journey - International Trips	Up to USD 150,000
Travel Accident Insured Journey - Domestic Trips	Up to USD 75,000
Emergency Medical Expenses (Accident & Sickness) *	Up to USD 500,000
Medical Evacuation and Repatriation of Remains *	Up to USD 500,000

\* The sub-limit for Children is equivalent to 25% of all benefits listed above with the exception of **Travel Accident & Insured Journey** where the maximum benefit is **USD 10,000**.

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.

For Customer Service in case of a medical emergency:  
24 hours Assistance Departments: +441273765321

To file a claim:

Email: [mastercardclaims@aig.com](mailto:mastercardclaims@aig.com)



# MasterAssist – TRAVEL INSURANCE CERTIFICATE

## Important

- Covered Child or Children must be between six (6) months and under eighteen (18) years of age (or under twenty three (23) years of age if a full time student), unmarried and primarily dependent on the Insured Person for support.
- Limited to regular and customary medical expenses incurred outside the cardholder's country of residence.
- Medical Expenses relating to any pre-existing conditions are excluded.
- Covered Benefits meet Schengen Treaty Requirements of minimum EUR(€) 30,000 while traveling in Schengen Territories.
- This policy will not cover any loss, injury, damage, or legal liability caused by, sustained or arising directly or indirectly from planned or actual travel in, to, or through Cuba, Iran, Syria, North Korea, or the Crimea region and travel in, to, or through Afghanistan or Iraq.
- Coverage is valid Worldwide including Schengen states. It excludes any country declared by United Nations, United States of America, United Kingdom, and/or European Union as sanctioned countries. Please refer to Terms & Conditions for more details.
- Coverage is effective for travel up to a maximum of hundred and eighty (180) days for round trip or ninety (90) days for one-way trip.
- Sub-limits apply in some countries; please check the Terms & Conditions for more details.
- Medical expenses related to Covid-19 while traveling will be covered under the medical expenses benefit if all the terms and conditions of the policy are met. Please read your policy carefully to understand the coverage, eligibility, limitations and exclusions.
- Policy Period: from April 1<sup>st</sup>, 2023 to March 31<sup>st</sup>, 2024.

The International use of this Mastercard® card provides medical expense coverage for Insured Person if the following conditions are fulfilled: (a) the entire cost of the Common Carrier passenger fare has been charged to your eligible card and/or; (b) passenger fare has been acquired with points earned by an eligible Rewards Program associated with your Mastercard card; (c) cardholder must pay all associated taxes, shipping & handling fees and any other required fees to your eligible card; (d) the cardholder is outside his/her home country of residence and/or country of issuance of the Mastercard card; and (e) cardholder account is in good standing. Coverage is subject to the terms and conditions of the policy and the disclaimer below.

## **Disclaimer**

The information contained herein is provided solely for general informational purposes. It does not intend to be a complete description of all terms, conditions, limitations, exclusions, or other provisions of any program or insurance benefits provided by, or for, or issued to Mastercard. The insurer will not be liable to provide any coverage or indemnity under this insurance if to do so would be in violation of any sanctions law or regulation which prohibits the insurer from providing coverage or paying an indemnity under this insurance.

