What is the benefit?

The benefit offers additional coverage on top of the benefits currently provided by your employer. This benefit can be particularly valuable for travel that is not covered by your employer's travel insurance, such as extending a stay to cover additional days or providing coverage for activities not included in your employer's policy, such as adventure sports or medical emergencies.

How do I use these services when I need them?

You can use these services through the Visa 24/7 Travel Assistance phone number provided on your policy documents. You will be connected to a representative who can assist you with your travel needs.

Is there a charge for using these services?

Travel and Emergency Assistance Services are available to eligible Visa Business cardholders at no additional cost. You may be charged for services provided by third-party vendors, such as medical evacuation or repatriation services.

Please Note: Travel and Emergency Assistance Services provide assistance and guidance. You are responsible for all costs arising from the services provided, including medical treatment, evacuation, and repatriation.

Who is eligible for these services?

You are eligible to receive a standard level of service if you are a cardholder and your card is active and in good standing. There may be additional levels of service available for cardholders with higher cardholder levels, such as Platinum or Executive. Please check your cardmember agreement for specific details.

Please Note: If you do not receive care within 10 days of the date of a covered accident or injury, you may lose your benefit rights. If you have a covered accident or injury, you should contact your cardmember or the cardmember’s travel assistance provider within 10 days of the event for further information.

What are the specific services and how can I request them?

- **Emergency Medical Assistance** can assist with medical treatment when you are away from your home country.
- **Medical Evacuation Assistance** can help if you need to be evacuated from your country due to medical reasons.
- **Medical Repatriation Assistance** can help you return home if your medical condition does not allow you to continue traveling.
- **Emergency Transportation Services** can help you return to your home country if your travel plans are disrupted due to medical reasons.
- **Legal and Financial Assistance** can provide assistance with legal and financial matters when you are away from your home country.
- **Travel Insurance Assistance** can help you understand and use your insurance coverage when you are away from your home country.

For more information, contact the Cardmember Assistance Hotline provided on your policy documents or visit the Visa website.
Filing a Purchase Security and Extended Protection Claim

What if something goes wrong?

If you believe your vehicle or property has been damaged, please refer to the following:

- Your completed extended warranty claim form
- Your vehicle’s warranty manual
- Your extended protection plan’s warranty manual

- Your vehicle’s repair manual
- Your vehicle’s owner’s manual
- Any other applicable warranty information

For details on how to file your claim, please refer to the following:

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