How will I be reimbursed?

If You have substantiated Your claim and met the terms and conditions of the benefit, Your item will be replaced or repaired at the Benefit Administrator’s discretion, but for no more than the original purchase price of the covered item, as recorded on Your credit card receipt, less shipping and handling fees, up to a maximum of ten thousand dollars ($10,000.00) per claim, and a maximum of fifty thousand dollars ($50,000.00) per cardholder. You will only be reimbursed up to the amount charged to Your Account or the program limit, whichever is less.

Under normal circumstances, reimbursement will occur within five (5) business days of the receipt and approval of all required documents.

If Your item is to be repaired, or You may go to an authorized repair facility and file a claim for reimbursement. Only valid and reasonable repairs made at the manufacturer’s authorized repair facility are covered.

In either case, the Benefit Administrator’s payment, replacement, or repair made in good faith will fulfill the obligation under this benefit.

Definitions

Account means Your credit or debit card Accounts.

Eligible Person means a cardholder who pays for their purchase by using their eligible Account and/or rewards program associated with their covered Account.

You or Your means an Eligible Person who purchases their item to their eligible Account and/or rewards program associated with their covered Account.

Additional provisions for Purchase Security and Extended Protection

• Signed or printed transactions are covered as long as You use Your eligible card to secure the transaction.

• You shall do all things reasonable to avoid or diminish any loss covered by this benefit.

• This provision will not be unreasonably applied to avoid claims.

• If You make any claim knowing it to be false or fraudulent in any respect, no coverage shall exist for such claim, and Your benefit may be cancelled. Each cardholder agrees that representations regarding claims will be accurate and complete. Any and all relevant provisions shall be void in any case of fraud, intentional concealment, or misrepresentation of material fact.

• No legal action for a claim may be brought against the Provider until sixty (60) days after the Provider receives Proof of Loss. No legal action against the Provider may be brought more than two (2) years after the date of the loss. Further, no legal action may be brought against the Provider unless all the terms of the Guide to Benefits have been complied with fully.

• This benefit is provided to eligible cardholders at no additional cost. The terms and conditions contained in this Guide to Benefits may be modified by subsequent endorsements. Modifications to the terms and conditions may be provided via additional Guide to Benefits mailings, statement inserts, statement messages or electronic notification. The benefits described in this Guide will not apply to cardholders whose Accounts have been suspended or cancelled.

• Termination dates may vary by financial institutions. Your financial institution can cancel or non-renew the benefits for cardholders, and if they do, they will notify You at least thirty (30) days in advance. Indemnity Insurance Company of North America ("Provider") is the underwriter of these benefits and is solely responsible for its administration and claims.

• The Benefit Administrator provides services on behalf of the Provider.

• After the Benefit Administrator has paid Your claim, all Your rights and remedies against any party in respect of this claim will be transferred to the Benefit Administrator in the extent of the payment made to You. You must give the Benefit Administrator all assistance as may reasonably be required to secure all rights and remedies.

This benefit does not apply to the extent that trade or economic sanctions or other laws or regulations prohibit the provision of insurance, including, but not limited to, the payment of claims.

For more information about the benefit described in this guide, call the Benefit Administrator at 1-800-848-1943, or call collect outside the U.S. at 1-303-967-1096.

Your Guide to Benefits is the benefit in effect as of 4/1/17. Benefit information in this guide replaces any prior benefit information You may have received. Please read and retain for Your records. Your eligibility is determined by Stanford Federal Credit Union.

Purchase Security/Extended Protection

Purchase Security

Life is full of surprises... some good, some not so good.

For instance, Your son’s brand new iPad got soaked, in a sudden storm at summer camp. But, You bought the item with Your card so, You may be covered.

Purchase Security protects new retail purchases made with Your eligible Account and/or rewards programs associated with Your covered Account within the first ninety (90) days from the date of purchase. To be eligible for this coverage, You need to purchase either a portion or the entire cost of the item using Your Account and/or rewards program associated with Your covered Account.

At the Benefit Administrator’s discretion, this benefit replaces, repairs, or reimburses You, up to the total purchase price of Your item for a maximum of five hundred dollars ($500.00) per claim and fifty thousand dollars ($50,000.00) per cardholder, in the event of theft, damage due to fire, vandalism or accidentally discharged water or certain weather conditions.

You are eligible for this benefit if You are a cardholder of an eligible card issued in the United States. Gifts purchased for friends and family members may also be covered if they are purchased with Your covered Account and/or rewards programs associated with Your own covered Account.

Purchase Security covers

Eligible items of personal property purchased with Your card and/or rewards programs associated with Your covered Account are covered for the following:

• Damage due to:
  – Fire, smoke, lightning, explosion, riot, or vandalism
  – Windstorm, hail, rain, sleet, or snow
  – Aircraft, spacecraft, or other vehicle
  – Accidental discharge of water or steam from household piping
  – Sudden accidental damage from electric current
  – Theft except from cars or essential vehicles

Purchases made outside the United States are also covered as long as You purchased the item with Your covered Account and/or rewards program associated with Your covered Account.

Purchase Security does not cover

• Animals and their living places
• Antiques or collectible items
• Boats, aircraft, automobiles, and any other motorized vehicle and their motors, equipment, or accessories, including trailers and other items movable or attachable to any motorized vehicle
• Broken items, unless the result of a covered occurrence
• Computer software
• Items damaged as a result of weather other than lightning, wind, hail, rain, sleet, or snow

For more information about the benefit described in this guide, call the Benefit Administrator at 1-800-848-1943, or call collect outside the U.S. at 1-303-967-1096.

Continued
Please submit the following documents:

Your signed and completed claim form.
A copy of Your monthly billing statement showing the last four [4] digits of the Account number demonstrates that the purchase was made in Your eligible Account and/or rewards program associated with Your covered Account.
If more than one method of payment was used, please provide documentation as to additional currency, voucher, points, or any other payment method utilized.
A copy of the trademarked store receipt demonstrating that the purchase was made on Your eligible Account and/or rewards program associated with Your covered Account.
A copy of the documentation of any other settlement of the loss (if applicable).
If the item is repairable, the estimate of repair or a copy of the paid receipt/invoice for the repairs, indicating the type of damage to the claimed item (if applicable).

Extended Warranty Protection

Product warranties can be inconvenient and cumbersome to use. Let's say You purchased a great gadget almost a year ago, but it just stopped working, and You can't find its sales receipt and warranty information. For all too common situations like these, Extended Warranty Protection can help.

Extended Warranty Protection provides You with valuable features that help You manage, use, and extend the warranties for eligible items purchased for Your covered Account. Services include Warranty Registration and Extended Warranty Protection.

Extended Warranty Protection covers eligible items for a combined total of twelve (12) months of coverage. However, if the manufacturer’s warranty is for three (3) years, it would only be extended one (1) additional year.

This benefit is limited to more than the original purchase price of the item as shown on Your account card receipt. Loss shipping and handling fees, up to a maximum of ten thousand dollars ($10,000.00) per card and, fifty thousand dollars ($50,000.00) per cardholder.

What Extended Protection does not cover:

- Items stolen from cars or other vehicles or common carriers
- Items that are lost, or that “mysteriously disappeared,” meaning they vanished in an unexplained manner, with no evidence of wrongdoing by one person or several
- Items under the control and care of a common carrier (including the U.S. Postal Service, airlines, or a delivery service)
- Items in Your baggage (unless hand carried, or under Your supervision or that of a companion You knew, included in Your baggage and watched, among other things)
- Theft or damage stemming from abuse, fraud, hostility (war, invasion, rebellion, insurrection, terrorist activities, and riots), confiscation by authorities (if contraband or illegal), natural wear and tear, flood, earthquake, radioactive contamination; damage from inherent product defects
- Theft or damage from mismanagement, or voluntarily parting with property
- Medical equipment
- Perishable or consumable items, including cosmetics, perfumes, rechargeable batteries, among others
- Real estate and items intended for real estate, including hard-wired and hard-plumbed items, garage doors and openers, cabling, fans, among other items
- Rental and leased items
- Traveler’s checks, cash, tickets, credit or debit cards, among other negotiable purchased instruments
- Items used on personal use (Refurbished items will not be considered if used or owned as long as accompanied by a warranty)

Filing a Purchase Security claim

Call the Benefit Administrator at 1-800-848-1943, or call collect outside the U.S. at 1-303-967-1096, within sixty (60) days from the date of failure (longer coverage may be denied). The Benefit Administrator will ask for some preliminary claim information, answer Your questions and send You a claim form. When You submit Your claim, be sure to include all information regarding Your claim including the time, place, cause and the amount to either replace or repair the item.

If You have insurance (homeowner’s, renters’, car, employer or any other), You are required to file a claim with Your insurance company and to submit a copy of any claim settlement from Your insurance company along with Your claim form. Purchase Security provides coverage on an “excess” coverage basis, meaning it does not duplicate coverage, but pays for a loss only after valid and collectible insurance or indemnity (including, but not limited to, homeowner’s, renter’s, automobile, or employer’s insurance policies) has been exhausted. At this point, Purchase Security will swear the loss up to the amount charged to Your eligible Account, subject to the terms, exclusions, and limits of liability of the benefit.

This benefit also pays for the outstanding deductible portion of Your insurance or indemnity for eligible claims. The maximum total limit of liability is up to five hundred dollars ($500.00) per claim and fifty thousand dollars ($50,000.00) per cardholder. You will receive no more than the purchase price as recorded on the eligible card receipt.

When a protected purchase is reported as damaged, stolen, or lost, You will receive no more than the value (as described above) of the particular part or parts, stolen or damaged, regardless of any special value that item may have as part of such a pair or set, and no more than the proportionate part of an aggregate purchase price of such a pair or set.

For faster filing, or to learn more about Purchase Security, visit www.cardbenefitservices.com. Gift recipients may file their own claims, if they have the necessary substantiating documents.

Extended Warranty Protection

Claim settled
90 DAYS
60 DAYS
40 DAYS

Take out a simple gadget only to lose it a few days later. Depending on the value of the gadget and the claim form, a claim may take a little longer, coverage may be denied. The Benefit Administrator will ask for some preliminary claim information, answer Your questions and send You a claim form. When You submit Your claim, be sure to include all information regarding Your claim including the time, place, cause and the amount to either replace or repair the item.

You are required to file a claim with Your insurance company and to submit a copy of any claim settlement from Your insurance company along with Your claim form. Purchase Security provides coverage on an “excess” coverage basis, meaning it does not duplicate coverage, but pays for a loss only after valid and collectible insurance or indemnity (including, but not limited to, homeowner’s, renter’s, automobile, or employer’s insurance policies) has been exhausted. At this point, Purchase Security will swear the loss up to the amount charged to Your eligible Account, subject to the terms, exclusions, and limits of liability of the benefit.

This benefit also pays for the outstanding deductible portion of Your insurance or indemnity for eligible claims. The maximum total limit of liability is up to five hundred dollars ($500.00) per claim and fifty thousand dollars ($50,000.00) per cardholder. You will receive no more than the purchase price as recorded on the eligible card receipt.

When a protected purchase is reported as damaged, stolen, or lost, You will receive no more than the value (as described above) of the particular part or parts, stolen or damaged, regardless of any special value that item may have as part of such a pair or set, and no more than the proportionate part of an aggregate purchase price of such a pair or set.

For faster filing, or to learn more about Purchase Security, visit www.cardbenefitservices.com. Gift recipients may file their own claims, if they have the necessary substantiating documents.

Please submit the following documents:

Your signed and completed claim form.
A copy of Your monthly billing statement showing the last four [4] digits of the Account number demonstrates that the purchase was made in Your eligible Account and/or rewards program associated with Your covered Account.
If more than one method of payment was used, please provide documentation as to additional currency, voucher, points, or any other payment method utilized.
A copy of the trademarked store receipt demonstrating that the purchase was made on Your eligible Account and/or rewards program associated with Your covered Account.
A copy of the documentation of any other settlement of the loss (if applicable).
If the item is repairable, the estimate of repair or a copy of the paid receipt/invoice for the repairs, indicating the type of damage to the claimed item (if applicable).

Copy of the police report (made within forty-eight (48) hours of the occurrence in the case of theft), fire report or incident report to substantiate the loss. If the loss was reported, You may submit a replacement receipt or other sufficient proof of loss deemed eligible solely by Your Benefits Specialist (if applicable).

Any other documents necessary to substantiate Your claim.

In some cases of damage, You will be asked to send, at Your expense, the damaged item along with Your claim form in order to substantiate the claim, so make sure to keep the damaged item in Your possession.

Please Note: Your maximum recovery under the Purchase Security Benefit is the purchase price of the item, not to exceed the coverage limit.

Please return Your signed and completed form with all documentation within ninety (90) days of the date of theft or damage.

How will I be reimbursed?

Don’t you see the conditions of this benefit, the Benefit Administrator will receive Your claim in one of two ways:

A damaged item may be repaired, rebuilt, or replaced, while a stolen item will be replaced. Typically, You will receive notice about this decision within fifteen (15) days upon receipt of Your claim documentation.

You may receive payment to replace Your item, an amount not more than the original purchase price, less shipping and handling charges, up to five hundred dollars ($500.00) per claim and fifty thousand dollars ($50,000.00) per cardholder. You will only be reimbursed up to the dollar amount to replace or repair the item on the program limit, whichever is less. Under normal circumstances, reimbursement will take place within five (5) business days.

What Extended Protection does not cover:

- Items stolen from cars or other vehicles or common carriers
- Items that are lost, or that “mysteriously disappeared,” meaning they vanished in an unexplained manner, with no evidence of wrongdoing by one person or several
- Items under the control and care of a common carrier (including the U.S. Postal Service, airlines, or a delivery service)
- Items in Your baggage (unless hand carried, or under Your supervision or that of a companion You knew, included in Your baggage and watched, among other things)
- Theft or damage stemming from abuse, fraud, hostility (war, invasion, rebellion, insurrection, terrorist activities, and riots), confiscation by authorities (if contraband or illegal), natural wear and tear, flood, earthquake, radioactive contamination; damage from inherent product defects
- Theft or damage from mismanagement, or voluntarily parting with property
- Medical equipment
- Perishable or consumable items, including cosmetics, perfumes, rechargeable batteries, among others
- Real estate and items intended for real estate, including hard-wired and hard-plumbed items, garage doors and openers, cabling fans, among other items
- Rental and leased items
- Traveler’s checks, cash, tickets, credit or debit cards, among other negotiable purchased instruments
- Items used on personal use (Refurbished items will not be considered if used or owned as long as accompanied by a warranty)

Filing an Extended Protection claim

To file a claim, call the Benefit Administrator at 1-800-848-1943, or call collect outside the U.S. at 1-303-967-1096, within sixty (60) days after the failure of Your covered item. Please note if You do not notify the Benefit Administrator within sixty (60) days of product failure, Your claim may be denied.

The Benefit Administrator will request preliminary claim information, direct You to the appropriate repair facility, and send You the claim form. Gift recipients of eligible items also qualify, but they must provide all the documents needed to substantiate their claim.

If You purchased or purchased a service contract or an extended warranty when You purchased Your item, this benefit will be supplemental to, and in excess of, that warranty.

What You must submit to file a claim:

Fill out and sign the claim form from the Benefit Administrator sent You, then submit the form within ninety (90) days of the product failure, along with the following documentation:

A copy of Your monthly billing statement showing the last four [4] digits of the Account number demonstrates that the purchase was made in Your eligible Account and/or rewards program associated with Your covered Account.
If more than one method of payment was used, please provide documentation as to additional currency, voucher, points, or any other payment method utilized.
A copy of the itemized sales receipt, the original manufacturer’s written U.S. warranty, and any other applicable warranty.
A description of the item and its serial number, and any other documentation deemed necessary by the Benefit Administrator to substantiate Your claim (this includes bills and, if necessary, a copy of the maintenance record and receipts).
A copy of the itemized sales receipt.
A copy of the manufacturer’s written U.S. warranty, and any other applicable warranty.

All claims must be fully substantiated.

For faster filing, or to learn more about Extended Warranty Protection, visit www.cardbenefitservices.com.