

## PURCHASE PROTECTION INSURANCE EASY REFERENCE GUIDE

**Dear Alpha Bank Customer,**

For your interest and continued security, we are pleased to provide you with a Summary of our **Free Purchase Protection Insurance**, which covers virtually every major retail article which cost more than **€75.00** and up to **€1,000.00** bought world-wide with a valid **ALPHA BANK PLATINUM MASTERCARD, ALPHA BANK WORLD BUSINESS MASTERCARD, ALPHA BANK CASHBACK MASTERCARD, ALPHA BANK GOLD ENTER MASTERCARD, ALPHA BANK GOLD MASTERCARD, ALPHA BANK BUSINESS MASTERCARD, ALPHA BANK SILVER VISA, ALPHA BANK GOLD VISA and ALPHA BANK GOLD VISA IN USD** - against theft, loss and accidental damage and for a full **90 (ninety) days** from the date of purchase.

	<b>SUMMARY OF COVER</b>	<i>The Sum Insured (in € Euros)</i>
1	<b>PER ITEM/SINGLE ARTICLE LIMIT:</b> (any one Covered Article). Insurers shall <b>not</b> be liable to pay more than the intrinsic value of a lost or damaged item, which is part of a pair or set purchased as a single Covered Article).	<b>Up to €500.00</b>
2	<b>PER OCCURRENCE/ANY ONE LOSS:</b> (more than one Covered Article).	<b>Up to €1,000.00</b>
3	<b>INDIVIDUAL AGGREGATE LIMIT:</b> (each Insured Person, in any twelve calendar month Period of Insurance).	<b>Up to €2,500.00</b>
4	<b>DEDUCTIBLE</b> (each and every occurrence or loss): is the first part of each and every loss or claim for which the eligible Cardholder or Insured Person is responsible for and which is not recoverable under this Insurance.	<b>* €75.00</b>
5	<b>OPERATIVE PERIOD</b> (a): Domestic Purchases made in <b>Cyprus</b> : (b): Purchases made <b>Overseas</b> :	 <b>90 days</b> <b>90 days</b>
*	<b>DEDUCTIBLE</b> (or Excess) is the first part of each and every loss or claim for which the Cardholder (or Insured Person) is responsible for and which is not payable by the Insurers.	*

### IMPORTANT ADVICE

**(1):** A telephoned notice of a **claim must** be reported to Gold Assist on **0035722519211** between the hours of **9am** and **5pm** daily and within **25 (twenty-five) days** after the occurrence or start of any loss or event covered under this Insurance.

**(2):** **Alpha Bank Protection Claim Forms** can be obtained from: **Gold Assist Ltd**

**e-Mail:** [office@goldassist.cy](mailto:office@goldassist.cy), ☎ **Tel No: 0035722519211**

**(3):** The Cardholder **must** provide Gold Assist with **all** of the information that they will need to allow them to examine and adjust the claim correctly and so pay the claim fairly and properly.

**(4):** Many claims for lost, stolen or accidentally damaged items are caused by persons **not** being careful enough with their new purchase(s). If the Cardholder does **not** take good care of their property, the Insurance Claim Examiner may totally, or partially reject, any claim subsequently made. Covered Articles are **not insured** if packed in Baggage and otherwise **must** be kept with the Cardholder at **all** times, until finally reaching their normal place of residence.

**(5):** Liaison with the Police and **obtaining written Police Reports** to support a claim is the sole responsibility of the valid **Alpha Bank Cardholder** and **not** Gold Assist or **Altius Insurance Ltd** or **Alpha Bank Public Company Ltd**. Loss and/or Theft of articles **must** be reported to the local Police within **12 (twelve) Hours** and a **written Police Report must** be obtained.

**(6):** **Claims for Damaged Items:**

A Repair Estimate **must** be obtained either stating the cost of repairs or confirming that the article is beyond repair. **Salvage must** be retained for possible inspection together with a **photograph** of the damaged article where appropriate. For lost, stolen or damaged property, the Cardholder **must** provide a detailed description of the covered article along with its date of purchase and its value, allowing for any wear and tear at the time of the incident. **Bills, invoices** or other **proof of values are required** for every article claimed as lost, stolen or damaged within **90 (ninety) days** of purchase.

(7): If purchased abroad, Covered Articles are **not insured** if packed in Baggage that the Cardholder *checks-in* at an airport or other departure zone. These **must** be kept with the Cardholder at **all** times. Should the Cardholder purchase particularly valuable items abroad which may be bought at more than a purchase price of **€500.00**, such purchase(s) **must** be insured under a separate **Transit Insurance** policy, because this Purchase Protection Insurance **cannot** guarantee that such articles will be covered for their full replacement value if lost, stolen or accidentally damaged.

(8): Under **no** circumstances should newly purchased Covered Articles ever be left **unattended** or with persons **not** known to the **Cardholder**, particularly at an airport, in a hotel or in vehicles (even if protected by an alarm), or **any** public place or **any** area that has common access including, but **not** limited to, on a beach, or beside a swimming pool (even if concealed); or in a bag or coat hanging off the back of a chair; or left in a cloakroom even if monitored by security staff and/or security cameras (such as **CCTV**).

(9) **Kindly note that this is only a Summary of the Insurance cover and for more detailed information on the terms, exclusions and conditions of this Insurance, please refer to the fully policy wording on [www.alphabank.com.cy](http://www.alphabank.com.cy), or contact [office@goldassist.cy](mailto:office@goldassist.cy) or tel : 0035722519211** If you have any doubt as to whether or not you should make a claim, you should first telephone **Gold Assist** for further advice.

(10): Please note that the Purchase Protection Insurance Master Certificate is held and can be inspected at the offices of **Altius Insurance Limited, 8 Skopa Str., 1075 Nicosia, Cyprus.**

## **FREQUENTLY ASKED QUESTIONS**

### **1. How does Purchase Protection Insurance work ?**

When you fully charge a covered purchase with your Card, this insurance protects that item if it is lost, stolen or accidentally damaged, including vandalism and robbery. You are covered up to **€500.00** per occurrence, provided that the item is **not** covered under a manufacturer's or shop warranty and other sources of indemnity, such as house-contents insurance. If **only** a part of the purchase price has been paid with your **Alpha Bank Card**, then the claim will be indemnified in proportion to the total price. Loss and/or Theft **must** be reported to the Police immediately and a **written** Police Report **must** be obtained.

### **2. What are the exclusions and limitations ?**

As with all insurances, there **are** exclusions. These restrictions vary from goods valued less than **€75.00** and anything bought over the **Internet** that has **not** been delivered to you, shipping and handling expenses, installation, assembly or service charges. If you are in any doubt, please do read the full policy wording available online from Alpha Bank It is essential that any new purchase is **never** left **unattended**, or with person(s) you do **not** know.

### **3. Are expensive items that I buy overseas insured ?**

If bought abroad, items are **not** covered if packed in your baggage. These **must** be kept with you at **all** times. Anything valued more than a purchase price of **€1,000.00** **must** be insured under a separate Marine and/or Transit Insurance policy, because this insurance **cannot** guarantee that expensive articles will be covered for their full replacement value if lost, stolen or accidentally damaged.

### **4. How long are my purchases covered for ?**

The cover extends the life of your purchase for up to **90 (ninety)** days and is immediate when bought with a valid and/or eligible **Alpha Bank Card** provided they are **not** altered or commercially re-sold.

### **5. Who is covered ?**

The Cardholder and the person who may be given the purchase as a gift, provided that their residence is in Cyprus and that the purchase has **not** been made within the occupied territory of Cyprus, although items bought world-wide with your Card are covered. Many claims for lost, stolen or accidentally damaged items are caused by persons **not** being careful enough with their new purchases. Such incidents are **not** covered.

### **6. How do I make a claim ?**

You **must** let us know within **25 (twenty-five)** days after the occurrence or start of any loss or event covered under this insurance. You **must** report any loss and/or theft or accidental damage immediately upon loss to **Gold Assist** on [office@goldassist.cy](mailto:office@goldassist.cy) or **0035722519211** between the hours of **9am** and **5pm** daily. You will be asked for satisfactory proof of the loss, theft or accidental damage but please do keep **all Alpha Bank** charge receipts, original store receipts and damaged items for possible inspection, together with a **photograph** of the damaged article where appropriate, to allow **Gold Assist** to examine and adjust your claim correctly and so pay your claim fairly. Liaison with the Police and obtaining **written Police Reports** to support a claim is your responsibility.

### **7. What do I do with the damaged item ?**

It **must** be kept, for as soon as it has been determined that your purchase is eligible as a benefit under this insurance, you may be asked to return the item to us as **salvage**. A repair estimate **must** be obtained either stating the cost of repairs or confirming that the article is beyond repair. For lost, stolen or damaged property, you **must** provide a detailed description of the covered article along with its date of purchase and its value, allowing for any wear and tear at the time of the incident.

### **8. Is my mobile telephone covered ?**

Please note that mobile or cellular telephones or accessories such as **i-Pods**, **MP3** players or similar mobile personal stereo equipment and **GPS** navigation and tracking systems are **not** covered under this Insurance. Laptop computers and core components including ancillary equipment and incurred inconvenience and reporting expenses are also **not** covered.