



Many Visa cards offer your customers peace of mind and save them money by providing complimentary car rental coverage every time they use their Visa card to reserve and rent an eligible car when traveling for personal or business reasons.

We want Visa cardholders to enjoy every mile they drive. By using their Visa card each time they rent a car at your establishment, they can do so.



INFORMATION
FOR
MERCHANTS

Visa Car Rental Coverage

more people around the
world go with Visa.

VISA

VISA

VISA CAR RENTAL COVERAGE

WHAT ARE THE BENEFITS THAT YOUR CLIENTS GET WHEN RENTING USING THEIR VISA CARDS?

When Visa cardholders book an eligible rental car with their covered Visa card, they can be reimbursed for up to the full cost to repair or replace the rental vehicle.

To access this coverage, Visa cardholders must decline the Collision Damage Waiver (CDW/LDW) or similar coverage offered by your company in the rental agreement.

The Visa car rental coverage provides reimbursement of up to the full cost of a repair or replacement of a rental vehicle in the event of:

- Damage due to collision or theft of the vehicle;
- Malicious vandalism against auto;
- Documented valid loss-of-use charges imposed by your company to the renter of the car.

This coverage applies in most countries, including Visa cardholders residing in Latin America and the Caribbean. Coverage will be in effect while the vehicle is in the possession of an authorized driver specifically mentioned in the car rental agreement.

Coverage timeframes may vary based on Visa card type and residency requirements. If you have any questions regarding car rental timeframes, call the Visa customer service center or visit www.visa.com and search for *Car Rental Insurance* information

Coverage also applies to car rentals that are redeemed with points generated through Visa Card loyalty programs, provided all taxes and surcharges are paid with the Visa card.

If your client is a Visa cardholder renting a vehicle for personal or business reasons and has doubts regarding their coverage, they should contact their card issuer directly at the number provided at the back of their card.



It is relevant to remember that Visa cardholders have the choice of using the Car Rental Coverage offered by their Visa card. Buying insurance coverage offered by your establishment or other insurance is not mandatory.

WHAT TYPES OF RENTAL VEHICLES OFFERED BY YOUR ESTABLISHMENT ARE COVERED BY THIS INSURANCE?

Most rental automobiles are covered, including some luxury vehicles such as BMW and Mercedes Benz. If you have any questions regarding a specific vehicle that Visa cardholders want to rent, call the Visa customer service center or visit www.visa.com and search for *Car Rental Insurance* information.

WHAT ARE THE FIRST THINGS CARDHOLDERS SHOULD DO IF THEY ARE INVOLVED IN AN ACCIDENT OR IF THE RENTAL CAR IS STOLEN?

Visa cardholders will come directly to you and request a copy of all documents related to the accident or theft, including the accident report form, a copy of the car rental agreement (front and back), police report (if any), and any other pertinent documents.

WHAT DOES THE CARDHOLDER NEED TO DO TO SUBMIT A CLAIM TO VISA?

Visa cardholders should notify Visa immediately.

In addition to all documents indicated above, your client will need proof that the car rental was secured and charged to the covered Visa card. US Cardholders can file their claim online going to www.visa.com and searching for the *Car Rental Insurance* section. Latin America/Caribbean cardholders should contact the Visa card assistance number located on the back of their card and request support to submit the claim.

VISA GLOBAL CUSTOMER ASSISTANCE SERVICES

For Latin America/Caribbean cardholders traveling in Latin America/Caribbean:

Please call **1-303-967-1098** (collect call)

For all other cardholders from around the world:

Please call **1-303-967-1096** (collect call)

Also, visit www.visa.com and search for *Car Rental Insurance* information.

This program description is intended to provide general information about the coverage Visa makes available to Visa cardholders in the Latin America and Caribbean region and is not an insurance policy. This coverage is subject to terms and conditions and includes certain restrictions, limitations and exclusions. All types of coverage are subject to change or cancellation without notice. For any questions regarding this program, contact the Visa customer service center, which is available 24 hours a day, 365 days a year. Visa is not a provider of services and/or coverage. Third parties provide the services and coverage described above. Visa cardholders can obtain their full terms and conditions by contacting their issuing bank.