

Comprehensive Insurance Cover

Benefit Details

Multi-trip Travel Insurance (MTTI)

1. Personal accident covers worth United States Dollar (“USD”) 1.5 million internationally* and USD 500,000 for domestic travel.
2. Provides unlimited cover for emergency medical and medical evacuation.

Collision Damage Waiver (CDW)

1. In the event a Mashreq io Cardholder (“Cardholder”) is liable to reimburse a licensed rental agency for costs arising from material damage to a rental vehicle during the period of hire.
2. Provides cover for the excess up to a maximum of USD50,000 per annum.
3. Provides cover to rental vehicle worth up to USD 170,000 and rented for a maximum 31 consecutive days.

Purchase Protection (“PP”)

1. Provides protection from theft and damage on new purchases for eligible items within 365 days of the purchased date.
2. Offers cover up to USD 10,000 per occurrence and USD 25,000 aggregate limit per annum.

Extended Warranty (“EW”)

1. Cardholders benefit for up to 12 months over and above manufacturer’s warranty.
2. Offers cover up to USD 5,000 per item and up to USD 25,000 aggregate limit per annum.

Fraudulent Card Misuse Protection

1. All io cards are protected against unauthorized transactions or fraudulent use of their card by unrelated third parties.

2. This insurance benefit will provide reimbursement up to USD 3,000 per occurrence with USD 5,000 annual aggregate limit for cardholders.
3. Cover applies to:
 - a) Unauthorized charges because of loss or theft of their io card*.
 - b) Unauthorized charges are made on the cardholders' credit account, when the io card remained in the cardholder's possession, through*: in-store, telephone, ATM withdrawals, on-line purchase(s), by using cardholders' eligible card information.

**Fraudulent Card Misuse Protection T&Cs apply.*

Terms & Conditions:

1. Mashreqio Cardholder ("Cardholder") should call "VIP Concierge" at UAE toll free number 8006277371 or international number +971-(0)4-4376846 . Please note, concierge cannot advise on cover. Concierge can download relevant documents – certificate, terms and conditions, and send via email to the cardholder for completion if needed.
2. MTTI: At least 50% of travel bookings must be made with the io card.
3. Extended Warranty ("EW") only covers purchases in the market the card was issued in.
4. PP/EW: Purchases must be with io card for an automatic cover.
5. Other terms and condition may apply. Cardholders can log into portal Visa CEMEA (cardholderbenefitsonline.com) using their full card number.
6. Cardholder benefits are correct at the time of publication, but Mashreq reserves the right to add, remove or change benefits from time to time.
7. For fraudulent card misuse:
 - a. Charges incurred by a resident of the cardholder's household or by a person entrusted with their card or losses that result from or are related to business activities are not covered.
 - b. Cardholders must report unauthorized charges, loss, or theft of the card to the issuer immediately and provide written notice of the claim within 30 days.

- c. For potential claims advice, cardholder should follow the instructions described on the benefits portal and within their benefit terms and conditions. (cardholderbenefitsonline.com)
- d. As for all insurance benefits, cardholder accounts must be valid and in good standing for coverage to apply.
- e. Please refer to the terms and conditions for full policy details, including cover, conditions, limits and exclusions. (cardholderbenefitsonline.com)