

PURCHASE PROTECTION INSURANCE EASY REFERENCE GUIDE




Dear Marfin Laiki 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 bought world-wide with your valid **Platinum Credit** and/or **Business Credit Card** (including **Card & Fly Platinum Credit** and/or **Card & Fly Business Credit Cards**), which cost more than **€50.00** and up to **€2,000.00** - against theft, loss and accidental damage and for a full **90 days** from the date of purchase. The duration of the cover is for the period 1st January 2008 to 15th June 2009 inclusive.

AVAILABLE ONLY FOR MARFIN LAIKI BANK PLATINUM CREDIT and BUSINESS CREDIT CARDHOLDERS IN CYPRUS (including Card & Fly Platinum Credit and Card & Fly Business Credit Cardholders)

SUMMARY OF COVER		The Sum Insured (in Euros)
(1)	PER ITEM/SINGLE ARTICLE LIMIT: (any one Covered Article). Insurers shall not 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).	Up to €2,000
(2)	PER OCCURRENCE/ANY ONE LOSS: (more than one Covered Article).	Up to €4,000
(3)	INDIVIDUAL AGGREGATE LIMIT: (each Insured Person, in any twelve calendar month Period of Insurance).	Up to €10,000
(4)	DEDUCTIBLE (each and every occurrence or loss): is the first part of each and every loss or claim for which the eligible Credit Cardholder or Insured Person is responsible for and which is not recoverable under this Insurance.	* €50
(5)	OPERATIVE PERIOD (a) Domestic Purchases made in Cyprus: (b) Purchases made Overseas:	90 days 90 days
(6)	CELLULAR or MOBILE TELEPHONES Replacement of lost, stolen or damaged Cellular or Mobile Telephones:	Up to €1,000 * Deductible: €150
NOTE	Cellular or Mobile Telephones must be kept with the Insured Person at all times and should never be left unattended .	

IMPORTANT ADVICE

- (1): A telephoned notice of a claim **must** be reported to **GenAssist** on **22 51 92 11** between the hours of 9am and 5pm daily and within **25 days** after the occurrence or start of any loss or event covered under this Insurance.
- (2): **Marfin Laiki Bank Purchase Protection Claim Forms** can be obtained from:
GenAssist Services Limited, PO Box 23465, CY-1683 Nicosia, Cyprus
 **Tel No: 22 51 92 11**  **Fax No: 22 499 830**  **e-Mail: office@genassist.eu**
- (3): The Credit Cardholder **must** provide **GenAssist** 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 Credit Cardholder does **not** take good care of their property, the Insurance Claim Examiner may totally, or partially reject, any claim subsequently made. Valuables are **not** covered 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 Police Reports** to support a claim is the sole responsibility of the valid **Marfin Laiki Bank Credit Cardholder** and **not GenAssist** or **Marfin Laiki Bank**. Theft of articles **must** be reported to the local Police within **24 hours** and a report or receipt 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** should be retained for possible inspection together with a **photograph** of the damaged article where appropriate. For lost, stolen or damaged property, the Credit 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 days** of purchase.
- (7): If purchased abroad, Valuables are **not** covered if packed in Baggage that the Credit Cardholder checks-in at an airport or other departure zone. These **must** be kept with the Cardholder at all times. Should the **Credit Cardholder** purchase particularly valuable items abroad which may be bought at more than a purchase price of **€2,000.00**, such purchase(s) should 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 Valuables ever be left **unattended** or with persons **not** known to the Credit Cardholder, particularly at an airport, in a hotel or in vehicles, or any public place.
- (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 **GenAssist** on **22 519 211**. If you have any doubt as to whether or not you should make a claim, you should first telephone **GenAssist** for further advice.
- (10): Please note that the Purchase Protection Insurance Master Certificate is held and can be inspected at the offices of Marfin Popular Bank Public Company Limited, Ellinas Building (2nd Floor), 85 Limassol Avenue, CY-2121 Nicosia, Cyprus.

FREQUENTLY ASKED QUESTIONS

1. How does Purchase Protection Insurance work ?

When you fully charge a covered purchase with your Credit Card, this insurance protects that item if it is stolen or accidentally damaged, including vandalism and robbery. You are covered up to **€4,000.00** 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. Theft must be reported to the Police immediately and a report or receipt obtained.

2. What are the exclusions and limitations ?

As with all insurances, there **are** restrictions. These restrictions vary from goods valued less than **€50.00** up to the purchase of a motor vehicle and anything bought over the **Internet** and excludes shipping and handling expenses, installation, assembly or service charges. Please do read the full policy wording available from our partner **GenAssist** if you are in any doubt. It is essential that any new purchase is never left unattended, or with a person you do not know.

3. Is my mobile telephone covered ?

Yes, but only if you have purchased a mobile telephone with your Platinum or Business Credit Card issued by Marfin Laiki Bank. However the first **€150.00** of each and every loss is not covered by this insurance. Please note that mobile accessories such as **i-Pods**, **MP3** players or similar mobile personal stereo equipment, together with laptop computers and their ancillary equipment, are not covered.

4. 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 **€2,000.00** should be insured under a separate 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.

5. How long are my purchases covered for ?

The cover extends the life of your purchase for up to **90** days and is immediate when bought with the Marfin Laiki Bank Credit Card provided they are not altered or commercially re-sold.

6. Who is covered?

The Credit 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 the Credit Card are covered. Many claims for lost, stolen or accidentally damaged items are caused by persons not being careful enough with their new purchases.

7. How do I make a claim ?

You must let us know within **25** days after the occurrence or start of any loss or event covered under this insurance. You should report any theft or accidental damage immediately upon loss to **GenAssist** on **22 51 92 11** between the hours of **9am** and **5pm** daily or speak with **Laiki Telebank** on **8000-2000**. You will be asked for satisfactory proof of the theft or accidental damage but please do keep all Marfin Laiki Bank charge receipts, original store receipts and damaged items for possible inspection together with a photograph of the damaged article where appropriate to allow **GenAssist** to examine and adjust your claim correctly and so pay your claim fairly. Liaison with the Police and obtaining Police Reports to support a claim is your responsibility.

8. 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.