



AN 6342 Introducing Mastercard Travel Insurance for Eligible Mastercard World Card Programs for Select Countries in the Asia/Pacific Region

Type:

Bulletin Announcement

Category:

Operations

Audience:

Issuer
Network Enablement Partner
Processor

Country or Territory:

Australia
China
Hong Kong
Indonesia
Macao
Malaysia
New Zealand
Philippines
Singapore
South Korea
Taiwan
Thailand
Vietnam

Brand:

World Mastercard®
World Debit™ Mastercard®

Product or Service:

Consumer Credit
Consumer Debit

Action Indicator:

Attention warranted (Program/service-related)

Published:

31 May 2022

Effective:

1 July 2022
1 September 2022
19 December 2022

Executive overview

Mastercard is introducing the Travel Insurance for all World Credit Mastercard® and World Debit Mastercard® cards issued in select countries in the Asia/Pacific region. The Mastercard Travel Insurance benefit ("Benefit") will be available to eligible Mastercard cards at no additional cost to cardholders when cardholders register via the website.

Effective date details

Date	Details
1 July 2022	Hong Kong, Macao, Singapore, South Korea, and Thailand,
1 September 2022	Australia, China, Malaysia, New Zealand, Philippines, and Taiwan
19 December 2022	Indonesia and Vietnam ¹

Customer benefit

Issuers will be able to enhance their Mastercard card value proposition and stimulate card payments usage by improving their Mastercard World card offering with the Benefit.

What Mastercard is doing

Mastercard is providing an option of enriching the value proposition of the eligible cards by introducing the Benefit for issuers to distribute to cardholders for use in connection with the eligible cards.

Version history

Date	Description of change
31 May 2022	Initial publication date

¹ Subject to local regulatory approval for both Indonesia and Vietnam.

Overview of the Benefit

In light of the expected travel recovery and to position Mastercard as a card of choice for travel, Mastercard is enhancing the card value proposition of its World Debit and Credit cards by introducing the Benefit for eligible World Credit and World Debit cards issued in the selected markets mentioned above.

The Benefit introduced in this bulletin announcement consists of:

- Overseas Medical Expenses of up to USD 100,000 per person for both sickness and injury while outside of cardholder's Country of Permanent Residence, benefits are provided for Covered Medical Expenses.
- Maximum combined benefit of up to USD 100,000 per person for covered medical expenses due to emergency medical evacuation or Return of Mortal Remains if incurred outside of cardholder's Country of Permanent Residence.
- Daily In-Hospital Cash Benefit of USD 100 per day, for a minimum of 3 days and up to a maximum of 15 days, due to Injury or Illness while outside of cardholder's Country of Permanent Residence.
- Overseas COVID-19 Diagnosis Quarantine Allowance of USD 100 per day, up to 14 consecutive days for the time that cardholders are placed into an unexpected mandatory Quarantine Overseas outside of cardholders' Country of Permanent Residence.
- Inclusion of Emergency Assistance Services for travel information, medical assistance, or legal referral services.
- All Travel Insurance Coverages are on reimbursement basis with no cap for number of trips within qualified 12 months period upon registration
- The Coverage Benefits listed above also extend to cardholders' Spouse and up to 3 Children with sub-limits. The sub-limit for Spouse and Children is equivalent to 50 percent of all Travel Insurance Coverage benefits. Child or Children means the Eligible Cardholders' son or daughter, biological offspring, stepchildren and directly and biologically related children born outside of marriage aged above 6 months and under eighteen (18) years of age (or under twenty three (23) years of age if a full time student), unmarried and primarily dependent on the Insured Person for support.

Cardholders are eligible for Coverage if:

- They are a current World Credit Mastercard and World Debit Mastercard cardholder
- They have completed the Benefit registration process prior to the commencement of their trip.
- The entire cost of Common Carrier fare has been charged to cardholders' eligible card or has been acquired with points earned by a rewards program associated with the card (that is, mileage points for travel).

Coverage starts on the day of successful cardholder registration (see the 'Issuer Responsibilities' section) and is valid for 12 months. Should Mastercard decide to terminate the program, cardholders will still be entitled to the coverage under the Benefit for 12 months if registration happens before the program termination date.

Except for One-way Trips, coverage is valid for trips up to one hundred eighty (180) days where the entire cost of the Common Carrier fare was purchased using the Eligible Card and commencing within twelve (12) months from the date of your registration.

This Benefit is provided to cardholders by a third-party insurer. This insurer is solely responsible for providing the insurance services and handling insurance claims of cardholders. Mastercard shall have no liability to cardholders for any claims, loss or damage related to the services.

The Benefit is subject to all applicable Terms & Conditions provided by the insurer.

Key issuer impacts

The following sections outline the key impacts for issuers.

Issuer benefits

Issuers will be able to receive and benefit from the following services.

Service	Description
Travel Insurance on Mastercard card programs in Australia, China, Hong Kong, Indonesia, Macao, Malaysia, New Zealand, Philippines, Singapore, South Korea, Taiwan, Thailand and Vietnam.	<p>The Benefit will be made available for the eligible cards at no additional cost to the issuer, and no additional cost to the cardholder. Eligible cardholders will need to register on a dedicated site to enjoy the Benefit coverage for one year (12 months) from the date of registration</p> <p>This bulletin announcement governs the relationship between the parties from the beginning of the provision of the Benefit to the participating issuers. Should Mastercard decide to terminate the provision of the Benefit described in this bulletin announcement at any given time, Mastercard will communicate this decision to the issuer.</p>

Issuer Responsibilities

The participating issuers are responsible for marketing the Benefit and providing the Benefit information and activation requirement to their respective cardholders. The Benefit will only be provided to cardholders upon successful registration.

Cardholders must also accept the insurer Terms & Conditions and the terms under the insurer's Insurance Product Information Document before activating the Benefit.

Should any participating issuers have any questions relating to the Benefit, Mastercard will coordinate with the insurer to provide the necessary support to the issuer to ensure proper issuer onboarding and facilitation of the Benefit.

Legal disclaimer

The Mastercard Rules ("the Rules"), which issuers have previously acknowledged apply to selected Mastercard card products listed above, shall also apply to the provision of the Benefit as part of these products.

The provision of the Benefit shall be deemed an Activity by each issuer under the Rules. The Rules may be found [here](#).

If any issuer does not agree to the application of the Rules to the provision of the Benefit to itself (or the important disclaimer below), it shall immediately refrain from enabling and/or communicating the Benefit for and to its cardholders and notify Mastercard immediately of its decision. Issuers' making this Benefit available to its cardholders shall be deemed its acceptance of the application of the Rules, the disclaimer below, and the terms of this Announcement.

Issuer owns the contractual relationship with its cardholders for the cardholder benefits which issuer enables and offers to its eligible cardholders as part of its card value proposition. Notwithstanding cardholder

responsibility to comply with terms of use of cardholder benefits, issuer agrees to take full legal responsibility for all aspects of the benefits it offers to its cardholders, including with respect to: (a) entering into appropriate terms and conditions of use (and data privacy terms) with its cardholders for the enablement of this benefit for its cardholders, including any necessary consents, as may be necessary or as are required by law in its jurisdiction; and (b) any other legal or regulatory requirements which it may be necessary for issuer to comply with in its jurisdiction from time to time (including impacting on the enablement of benefits for cardholders and the marketing and promotion of associated offers to cardholders). Mastercard accepts no liability (to issuers or their cardholders) for any failure by issuers participating in the availability of this benefit to comply in full with any of the above.

Mastercard is reselling and/or making available the Benefit that it or its affiliates receive from certain Service Providers. Accordingly, Mastercard cannot resell or make available to Client anything greater in scope than that which Mastercard and its affiliates receive from such Service Providers. Client acknowledges and agrees that Mastercard is merely making available the provision of the Benefit, being an insurance product, by a qualified 3rd party. **MASTERCARD IS NOT A PROVIDER OR BROKER OF INSURANCE AND DOES NOT ACT AS A THIRD-PARTY ADJUSTER, CLAIMS ASSESSOR OR AS AN AGENT FOR THE UNDERWRITER OR ANY OTHER PARTY.**

Customer support

Issuers must support cardholder inquiries related to the Benefit.

Questions

Customers with questions about the information in this bulletin announcement should contact their Mastercard account representative.