

Definitions - MasterRental™

"Actual cash value" means the amount a rental car is determined to be worth based on its market value less salvage proceeds (if applicable), age and condition at the time of loss.

"Authorised driver" means the person(s) traveling with the Cardholder and whose name(s) appear as an eligible driver in the rental agreement.

"Loss of use" means reasonable and customary charges imposed by the rental company for the period of time the car is being repaired that are substantiated and supported by a class and location specific fleet utilisation log.

"Market value" means a) the amount that a seller may expect to obtain for merchandise, services, or securities in the open market; b) the price for which something would sell based on what they would sell for under current market conditions; c) the price of destroyed or damaged stock.

"Reasonable and customary charge" means a charge in an amount consistently made by other vendors/providers for a given service in the same geographic area and which reflects the complexity of the service taking into account availability of experienced repair personnel, availability of parts, and the effort of the vendor/provider to repair the damaged vehicle (as measured by the ratio of total repair time to total time the vehicle is in the vendor/providers possession).

"Rental Agreement" means the entire contract an eligible Insured Person receives when renting a rental car from a rental company that describes in full all of the terms and conditions of the rental transaction, as well as the responsibilities of all parties under the contract.

"Rental Company" means any commercial vehicle rental agency which rents rental cars.

"Rental period" means up to 31 consecutive days.

"Services" means the performance or rendering of labour, maintenance, repair or installation of products, goods or property.

"Theft" (also known as stealing) means the illegal act of taking the rental car belonging to a rental company, without the consent of the Cardholder and/or other authorised users per the rental agreement, with intent to deprive the owner of its value.

Where services are provided by organisations other than Butterfield, the Bank shall have no responsibility or liability for them, or for their mention in this document, or for their continuance.

The information contained herein is provided solely for general informational purposes. It is not intended to be a complete description of all terms, conditions, limitations, exclusions, or other provisions of any programme or insurance benefits provided by, or for, or issued to MasterCard®.



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MASTERRENTAL™

MasterRental™ is a smart way to save money and receive valuable insurance coverage when you rent a vehicle with your Butterfield AAdvantage® Business MasterCard®.

When you rent a vehicle using your Card, coverage will be provided for damages to the rental car caused by collision, theft of and/or accidental fire. For claims instructions, please refer to the section "How to File a Claim".

Who is covered:

- AAdvantage® Business Mastercard® Cardholders and those designated as Authorised Drivers in the Rental Agreement.

To get coverage:

- Initiate the transaction under your name and pay for the entire Rental Company's security deposit using your Card and sign the Rental Agreement.
- Authorised Drivers whose name(s) appear as a driver on the Rental Agreement will also be covered;
- Pay for the entire rental transaction (tax, gasoline, and airport fees are not considered rental charges) with your Card prior to picking up or immediately upon the return of the rental car; and
- You must decline any/all partial or full collision damage insurance or similar collision damage and loss damage waiver (CDW/LDW) offered by the rental company.

Length and scope of coverage:

- Coverage begins when you pick up the car and ends when you turn it in, limited up to 31 consecutive days, worldwide.
- Coverage is not provided where prohibited by law.

You may have difficulty utilising the benefits of MasterRental™ in Australia, Ireland, Israel, Italy, Jamaica and New Zealand. Please contact your rental company before making your arrangements.

The kind of coverage you receive:

- MasterRental™ provides a maximum benefit amount up to USD 50,000 per incident.
- MasterRental™ provides "primary" insurance coverage for Cardholders or Authorized Drivers that are legally liable and allowed by law for charges to a rental company per the Rental Agreement for damages caused by the rental car's collision with another object; or theft of the rental car; or accidental fire.
- Back-to-back renewal rental periods are covered as long as the Insured Person returns to the rental agency from which the Rental Agreement was issued and applies for a new contract.
- Coverage is also provided for equipment or accessories installed in the vehicle for the purpose of assisting a handicapped driver.
- Coverage shall also extend to a loss caused by or resulting from Acts of Terrorism.
- Benefits are provided for reasonable and customary towing charges, due to a covered loss, to the nearest qualified repair facility.

Coverage is provided for the "lesser" of:

- The contractual liability assumed by the Insured Person with the Rental Company up to the actual cash value, subject to the maximum benefit amount of USD 50,000; or
- The reasonable and customary charges of repair or replacement, towing charges; and
- Loss of use charges for a reasonable period while the rental car is being repaired as supported by a class and location specific fleet utilisation log.

Which Vehicles are covered ("Rental Car"):

- All land motor vehicle with four or more wheels, which the eligible Insured Person has rented during the rental period, as of time shown in the Rental Agreement.
- Coverage is provided for vans only if they are standard vans with standard equipment and are designed with a seating capacity of nine passengers or less.
- Luxury and exotic cars that meet the definition of a Rental Car are covered up to the maximum benefit amount of USD 50,000.

Which vehicles are NOT covered (Excluded vehicles):

- All trucks (except sport utility vehicles with four wheels unless specifically designed for and off-road use), pickups, full-size vans mounted on truck chassis, campers, off-road vehicles, trailers, motorbikes, motorcycles, and any other vehicle having fewer than four wheels; antique cars (cars that are over 20 years old or have not been manufactured for at least ten years), limousines or any leased vehicles.

For any questions, to confirm coverage of a particular vehicle or to file a claim please call 1 800 MC ASSIST or MasterCard® Global Service™ toll-free number, 1 800 307 7309 or call collect to the United States at 1 636 722 7111.

What is NOT covered by MasterRental™ (Exclusions):

- MasterRental™ insurance does not cover any loss or damages caused by or resulting from:
1. any obligation the Insured Person assumes under any agreement, other than the deductible obligation under the Insured Person's personal automobile insurance policy
 2. the rental of a vehicle which does not meet the definition of a "rental car", as defined herein
 3. any collision that occurs while the eligible Insured Person is in violation of the Rental Agreement
 4. any loss covered by any collision damage insurance (full or partial) or collision damage waiver (CDW) or loss damage waiver (LDW) purchased through the rental company
 5. rentals made on a monthly basis unless the eligible Insured Person returns to the place from which the Car Rental Agreement was issued and applies for a new contract
 6. wear and tear, freezing, mechanical breakdown unless caused by other loss covered by this programme
 7. injury to anyone or damage to anything inside or outside the rental car;
 8. loss or theft of personal belongings and/or any items lost or stolen: from, in, on, around or outside of the rental car, including parts of the rental car (i.e., including but not limited to GPS systems, radio/stereo, car seats);
 9. personal liability damages
 10. intentional acts of the eligible Insured Person, or loss due to the insured person being under the influence of alcohol, intoxicants and/or drugs;

11. the Insured Person's involvement in any illegal activity
12. loss caused by unauthorised drivers
13. the theft of the Rental car when the Insured Person cannot produce the keys to the Rental Car as a result of negligence
14. subsequent damages resulting from a failure to mitigate damages once a covered loss has occurred
15. blowouts or tire/rim damage that occurs independently of vehicle damage/theft or vandalism to the Rental Car and/or tire, or that has been proven to be the proximate cause of further damage to the Rental Car
16. depreciation, diminishment of value, administrative, or other fees charged by the rental company
17. war or hostilities of any kind (for example, invasion, rebellion, insurrection, riot or civil commotion), confiscation by any government, public authority or customs official
18. a Rental Car being used for hire or as a public or livery conveyance;
19. value-added tax (VAT) or similar tax, unless reimbursement of such tax is required by law
20. interest or conversion fees assessed by your financial institution;
21. damage as a result of the Insured Person's lack of reasonable care in protecting the Rental Car before and after damage occurs (for example, leaving the car running and unattended)

Helpful advice:

- Check the rental vehicle for prior damage before leaving the rental lot and alert the company of anything.
- Review the Car Rental Agreement carefully to make sure you are declining CDW/LDW.
- Familiarise yourself with the Terms and Conditions of the Car Rental Agreement.
- Please remember, all authorised drivers must be in the Rental Agreement.
- In the event of a claim, notice must be provided to the MasterRental™ Claims Centre within 30 days of the date of occurrence. Failure to give notice within 30 days from the date of the incident may result in a denial of the claim (please refer to the section, "How to File a Claim").
- At the time of the accident or when you return the rental vehicle, be sure to immediately request the Rental Company to provide you with:
 - a) copies of the Accident Report Form and claim document, which should indicate the costs you are responsible for and any amounts that have been paid toward the claim
 - b) copies of the initial and final Car Rental Agreement(s)
 - c) copies of the repair estimate or itemized repair bill and two photographs of the damaged vehicle (if available)