



Date: March 25, 2020

To: Nicholas Stonuary, Mastercard

From: Khalil Zein, AIG

Re: Trip Cancellation for Mastercard Middle East and Africa Region (“MENA”)

Introduction

With the recent outbreak of the Coronavirus, Mastercard cardholders might be wondering if Mastercard’s Trip Cancellation and Curtailment Benefits on eligible cards would cover certain financial losses from a cancelled or curtailed trip. Subject to the Policy Terms and Conditions, to be eligible for coverage under Mastercard’s Trip Cancellation and Curtailment benefit cardholders must (i) use their eligible card to purchase the applicable trip for eligible travelers, (ii) the trip must be cancelled prior to the start, or cut short, because of a covered reason that is unforeseen and (iii) there must be an unrecoverable financial loss.

If an eligible cardholder suffers an unrecoverable financial loss because they had to cancel or curtail a trip, they may have coverage depending on the reason for the cancellation or curtailment of the trip. In this correspondence, we will describe the Trip Cancellation reasons for coverage, how they apply to Coronavirus and answer frequently asked questions.

If a cardholder believes that they suffered a loss that is caused by the specified reasons that are covered under Mastercard’s Trip Cancellation and Curtailment benefit, they are encouraged to file a claim, which will be adjudicated based on its individual facts and circumstances surrounding the events.

Summary of Coverage

To be eligible for coverage under Mastercard’s Trip Cancellation and Curtailment benefit cardholders must (i) use their eligible card to purchase the applicable trip for eligible travelers, (ii) the trip must be cancelled prior to the start, or cut short, because of a covered reason that is unforeseen and (iii) there must be an unrecoverable financial loss. The specific covered reasons under Trip Cancellation for MEA policies (the “Covered Losses”) are:

- a. sickness, Injury or Death to You; Your Travelling Companion; Your Immediate Family Member; or Your Travelling Companion's Immediate Family Member; or
- b. security reasons or mandatory evacuation at destination; or
- c. unexpected loss of the Insured's Formal Employment; or
- d. requirement to join the armed forces of the country.

Travel bans

Some cardholders have questions related to travel bans related to coronavirus. Since the Coronavirus outbreak has been widely reported in the media including alerts issued by the World Health Organization, other agencies and government authorities, Coronavirus is known and foreseen effective 24 January 2020 in the MEA region¹. Which

¹ According to terms and conditions of the policy, coverage is restricted or excluded if:

- (i) at the time of booking the travel arrangements, cardholder is aware of or could be expected to be aware of an event which may give rise to a claim under the policy; or
- (ii) cardholder did not take precautions to avoid a claim after a warning about the event has become publicly known.

means that travelers who purchased or confirm travel on or after 24 January 2020 to certain locations may not be covered unless the Coronavirus outbreak is considered “unforeseeable”. In other words, if the destination of a traveler has restricted or banned travel because of the Coronavirus, travelers that purchase travel to such location after such restriction would not be covered if they cancel their trip because of Coronavirus.

The formal dates of travel bans are determined by our local insurer in each country in accordance with bulletins from agencies such as World Health Organization, US Center for Disease Control and Prevention (CDC) and their respective governments or local authorities.

Cardholders are advised to always file their claim because the facts and circumstances of each trip is unique. Each claim will be considered on its own merits considering the individual circumstances of the claim and the terms and conditions of the policy.

The cart below provides guidance on Covered Losses.

Benefit	Trip Cancellation	Trip Curtailment	Emergency Medical
Traveler Illness prevents travel to a destination	Yes (if ticket purchased before getting illness)	N/A	N/A
Travel ban to or from affected destination prevents travel to a destination	Yes (if travel booked before travel advice)	N/A	N/A
Traveler Illness requires early termination of trip	N/A	Yes (if not pre-existing)	N/A
Traveler Fear of becoming ill cancels or interrupts trip	No Coverage	No Coverage	N/A
Travelers Illness requires treatment during a covered trip	N/A	N/A	Yes (if travel booked and started before travel advice)

Claims

Cardholders are advised to always file their claim because the facts and circumstances of each trip is unique. Each claim will be considered on its own merits considering the individual circumstances of the claim and the terms and conditions of the Mastercard policy.

Frequently Asked Questions

All questions below, are subject to the Important Qualifications and Other Matters listed below and cardholders should be advised to refer to the Policy Terms and Conditions for a full description of terms, conditions, provisions and exclusions.

Q: What are the reasons where I may be covered for a cancelled or curtailed trip?

A: You may have coverage depending on the reason for trip cancellation or curtailment. Covered Losses for your Trip Cancellation and Curtailment benefit include:

- a. sickness, injury or death to you; your travelling companion; your immediate family member; or your travelling companion's immediate family member; or
- b. security reasons or mandatory evacuation at destination; or
- c. unexpected loss of the Insured's Formal Employment; or
- d. requirement to join the armed forces of the country.

Q: If I were to contract the Coronavirus prior to departure, would the Trip Cancellation benefit apply?

A: Yes. Trip Cancellation does provide coverage for an illness, which causes cancellation of travel, provided that the Travel was purchased prior to contracting the illness. Verification from your physician will be required in the event of a claim.

Q: If I have to cancel my trip because I became ill with Coronavirus, can I recover certain losses from the cancelled trip?

A: Yes. Trip Cancellation loss caused by sickness is a Covered Loss.

Q: If I have to cancel my trip because my destination country issued a travel ban due to the Coronavirus, can I recover certain losses from the cancelled trip?

A: Yes, as long as you purchased, your trip before the travel ban was issued. Your unused, non-refundable cancellation portion of the hotel cost and/or the ticket cancellation charges will be covered.

Q: If I were to contract the Coronavirus, while on my trip, can I recover certain medical expense benefits?

A: Yes, if the trip was booked before the destination became the subject of a formal travel advisory advising not to travel due to the Coronavirus and you became ill during the covered trip. Travel Insurance included on certain cards include an Emergency Medical benefit, that will provide coverage for certain medical expenses such as hospital costs, doctor visits and prescription medication. A doctor must be seen while traveling in order to verify the claim and medical expense benefits.

Q: I want to cancel my travel plans because I'm afraid to travel due to the Coronavirus. Am I covered?

A: No. The Trip Cancellation and Curtailment benefit covers specified Covered Losses. Fear of traveling due to sickness, epidemic, or pandemic (such as the Coronavirus) is not a Covered Loss under Trip Cancellation and Interruption Insurance benefits.

Q: Should I cancel my upcoming trip?

A: The decision to cancel your trip is personal and for you to decide based on your situation and circumstances.

Q: I am due to travel to a destination through a country or region where there is travel advisory due to coronavirus. Am I covered if I cancel my trip?

A: You will be covered, provided that if the airline re-routes the trip instead of cancelling the flight, you would not be covered if you cancel your trip.

Q: If I travel to a destination where travel advisory has advised against traveling to because of Coronavirus, will my travel insurance still be valid?

A: It depends. Certain feature of your applicable coverage may still be valid and cover your trip inconvenience, luggage protection, travel accident and medical. However, any claim or medical expenses related to Coronavirus will not be covered because the Coronavirus is foreseen based on the travel advisory.

Q: I have booked a trip to attend an event, but the event has been cancelled due to the Coronavirus outbreak. Am I covered if I cancel my trip?

A: Yes. You can claim for the unused, non-refundable cancellation portion of the hotel cost and/or the airline ticket cancellation charges.

Q: Will I be covered if I want to cut my trip short due to the fear of Coronavirus?

A: This type of event is usually not covered by the travel insurance unless a travel advisory has been issued specific to that destination while you are on your trip.

Q: I have been told to self-quarantine by my doctor and to cancel my trip, am I covered?

A: Yes, we will cover your unused, non-refundable cancellation portion of the hotel cost and/or the ticket cancellation charges.

Q: Where can I get more information about Mastercard travel insurance?

A: Please contact us MEA.Mastercard@aig.com

Q: How to submit a claim?

A: To submit a claim, please visit www.mcpeaceofmind.com

Important Qualifications and Other Matters

All questions above are subject to the Policy Terms and Conditions that include a full description of terms, conditions, provisions and exclusions.

- This memo applies only to Mastercard's policies for Trip Cancellation and Curtailment credit card benefits in the MENA region.
- Our insurer reserves the right to request for any necessary document(s) to evaluate any claim.
- Each claim will be considered on its own merits considering the individual circumstances of the claim and the terms and conditions of the policy. If a cardholder has any specific concerns about their situation, we would recommend they make a claim and we would evaluate the work with such cardholder to contact address their specific concern.

It is recommended to encourage cardholders not to travel to the countries identified under quarantine/travel restrictions, to prevent and/or reduce the risk of being infected with COVID-19. We also emphasize that cardholders and beneficiaries to open a claim if they think they are entitled to under the existing terms and conditions.

During this unprecedented time, AIG in MEA region will continue to aid Mastercard cardholders, will review as well as analyze each claim under the circumstances and conditions of the event. In addition, our leadership team remains vigilant and is monitoring the situation in real time and responding rapidly as conditions evolve.

Additional information about Coronavirus – See [Schedule 1](#) attached hereto.

Schedule 1

Additional Information about Coronavirus

What is Coronavirus?

Coronavirus refers to a family of respiratory viruses that can range from the common cold to a more severe disease, such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). The newest strain, known as novel Coronavirus (2019-nCoV), was identified in China on 7 January 2020.

Mode of Transmission

The virus is mainly zoonotic, which means that the disease normally exists amongst animals, but some of the viruses have the ability to spread to humans in what is known as a spillover event. The most common transmission from an infected person to others would be through the air (coughing and sneezing), close personal contact (touching or shaking hands), touching an object or surface that an infected person has touched and then touching your mouth, nose, or eyes before washing your hands and, in some rare cases, via fecal contamination.

Symptoms

The common Human Coronaviruses mainly present as mild to moderate upper respiratory tract illnesses similar to the common cold. Symptoms may include runny nose, cough, fever, sore throat, headache and may progress to pneumonia or bronchitis with shortness of breath and easy fatigability.

Those at high risk of developing complications include those with underlying chronic conditions, such as respiratory and cardiac diseases, immunocompromised individuals, as well as those in extreme age groups (e.g. infants or the elderly). In addition, pregnant women are also at higher risk if infected by the Coronavirus.

Diagnosis

Diagnostic tests are normally performed only when a person is having more severe symptoms. This would include serum PCR assay, nasal swab, broncho-alveolar lavage, sputum and sometimes stool samples.

Treatment

There is no specific treatment or vaccination for Coronaviruses and most mild cases are treated based on symptoms. Symptom relief may be achieved by taking pain and fever medication, using a room humidifier, drinking plenty of liquids and staying indoors as well as getting as much rest as possible.

Prevention

The World Health Organization (WHO) published an interim guideline for all countries to prepare for this new virus outbreak. However standard recommendations need to be followed for prevention of the spread of infection. These include:

- Wash hands with soap and water for at least 20 seconds.
- Use an alcohol-based sanitizer if soap and water are unavailable.
- Cover mouth and nose when sneezing and coughing and follow with hand hygiene.
- Avoid crowded places especially within a closed and confined space.
- Thoroughly cook meats and eggs.
- Avoid eating raw meat, fish and eggs.
- Avoid unnecessary exposure to animals and avoid petting animals.
- Avoid contact with people suffering from acute respiratory illnesses.
- Stay home when you are having symptoms of upper respiratory tract infection.
- Drink plenty of water

The above measures are effective against all infectious agents, including Influenza A and B (“the flu”), which sickens millions of individual worldwide and kills thousands each year.

Recommendations

- Travelers should closely monitor the latest developments, as the situation remains fluid.
- Individuals are advised to adhere to all national and international public health directives.
- Travelers are advised to register their presence with their local consulate or embassy, as some foreign governments are facilitating evacuations in coming days.
- Travelers who have recently visited China – particularly Wuhan – should expect enhanced screening measures upon arrival at airports and other transportation hubs, including potential quarantine if exhibiting symptoms of the virus.
- Travelers exhibiting symptoms of the virus are advised to seek immediate medical attention.
- Travelers are advised to contact their flight provider for itinerary-specific information.