

DESCRIPTION OF COVERAGE: PURCHASE PROTECTION

Purchase Protection provides for the repair, replacement of property and at the discretion of the Company, the indemnification of the Insured Person for property which has been damaged or stolen within 90 days of purchase, if the property was purchased solely for personal use and with the American Express Card issued by the Policyholder*. Coverage is provided up to \$58,000 per item of property, and up to a maximum of \$580,000 per calendar year for each American Express Card Account held by the Insured Person. The number of Supplementary Card accounts applied for by the Insured Person shall not be taken into account when determining the maximum claim amount permitted per calendar year.

*Subject to the terms and conditions set out herein.

Insured Persons

Personal, Gold, Platinum and Charter American Express Charge Cardmembers holding a valid American Express Card issued by the Policyholder.

TERMS AND CONDITIONS**This insurance is Supplementary**

The Master Policy is not a substitute for any other insurance which also insures against damage or theft to personal property. The Policy will indemnify the Insured Person only to the extent that the damage or theft has not been indemnified by any other insurance and is subject to the terms and conditions contained herein.

Lost and Damaged Items

Any item of property which has been left unattended in a place accessible to the public and which is damaged or lost shall not constitute damage or theft within the terms of the Master Policy.

If an Insured Person has purchased property covered by the Purchase Protection under the Master Policy and given such property as gifts to third party recipients ("Third Party Recipients"), the Third Party Recipients will be the beneficiary of the coverage offered by the Insured Person in accordance with the Master Policy requirements. If a covered item is given as a gift, the coverage will continue to apply provided that the cardmember makes the claim on behalf of the recipient of the gift.

Limitation and Products Not Covered

1. The total liability of the Company for each item of property insured under the Master Policy shall not exceed the total amount (including applicable taxes and other government charges) reflected on the Insured Person's billing statement, store receipt with respect to that item (hereinafter referred to as the "Purchase Price") or \$58,000 whichever is lower.
2. For property purchased with a partial payment utilising the American Express Card, the total limit of liability will be pro-rated based upon the percentage the partial payment bears to the Purchase Price.
3. The Company shall at its sole discretion either repair or replace the damaged or lost items belonging to a pair or set or indemnify the Insured Person or the Third Party Recipient for the Purchase Price of the set or pair, subject to (#1) above, provided that the items are unusable individually and cannot be replaced individually.
4. Purchase Protection coverage shall only apply to damage or theft which occurs within 90 days of the purchase of the property.

Exclusions

1. The Company shall not be obligated to indemnify the Insured Person for the first \$30 of each valid claim.
2. There shall be no payment under the Policy for the damage to or theft of property arising from:
 - a. War, invasion, hostilities rebellion, insurrection, confiscation by order of a government or public authority or risks of contraband or losses arising from illegal activity or acts;
 - b. Normal wear and tear;
 - c. Unexplainable disappearance (loss of property under unknown or puzzling circumstances which are difficult to explain or understand and where theft cannot be proven);
 - d. Damage arising from inherent product defects; or
 - e. Theft of or from motor vehicles.
3. There shall be no payment under the Policy for damage to or theft of:
 - a. Cash, or its equivalent, travellers cheques, tickets or any negotiable instruments;
 - b. Animals or living plants;
 - c. Jewelry, watches, precious metal and gem stones which the Insured Person brings with him during his overseas travel, unless carried by hand and under the personal supervision of the Insured Person or the Insured Person's travelling companion; and

- d. Electronic equipment such as mobile phones, PDA, computers or computer related equipment which are damaged or lost whilst being used at the place of employment.
4. In addition, there shall be no coverage under the Master Policy:
 - a. For damage to or theft of property as a result of direct physical abuse to one's property by the Insured Person;
 - b. For damage to or theft of property where the property was procured by the Insured Person through fraud or other illegal means;
 - c. Where the Insured Person knowingly makes a false or fraudulent claim;
 - d. Where a report to the appropriate authorities has not been made within 48 hours after the damage or theft was discovered, and a written report obtained; or
 - e. For any item of property left unattended in a place accessible to the public.

Due Diligence

The Insured Person shall use due diligence and do all things reasonably practicable to avoid or diminish any risk of damage to or theft of property so insured under the Master Policy.

DESCRIPTION OF COVERAGE: RETURN GUARANTEE

Return Guarantee provides for product satisfaction on designated items purchased solely for personal use and entirely with the American Express Card issued by the Policyholder. If, within 90 days of purchase, an Insured Person is dissatisfied with the item purchased and the retailer refuses to take the purchased item back, the Insured Person can return it to the Company, who will credit the Insured Person's American Express Card Account with the Purchase Price*, up to a maximum of S\$800 per item, and subject to a maximum of S\$3,000 for each American Express Card Account held by the Insured Person per calendar year. The number of Supplementary Cards applied for by the Insured Person shall not be taken into account when determining the maximum claim amount permitted per calendar year. The amount credited to the Insured Person's American Express Card Account shall hereinafter be referred to as the "Return Guarantee Refund".

*Subject to the terms and conditions set out herein.

Insured Persons

Gold, Platinum and Charter American Express Charge Cardmembers holding a valid American Express Card issued by the Policyholder.

TERMS AND CONDITIONS

This insurance is Supplementary

The Master Policy is not a substitute for any other insurance which also covers Return Guarantee on items purchased in Singapore. The Policy will indemnify the Insured Person only to the extent that the item purchased has not been covered by any other Return Guarantee insurance and is subject to the terms and conditions contained herein.

1. The Company shall not be obligated to pay the Return Guarantee Refund, if on the date of purchase of the item, or on the date of claim filling, any amount due on the Insured Person's American Express Card Account is overdue or the Insured Person's American Express Card Account is cancelled.
2. Purchases must be made in Singapore and charged in full on the Insured Person's American Express Card. Return Guarantee Refunds are limited to a maximum of S\$800 per item and subject to a maximum of S\$3,000 per American Express Card Account held by the Insured Person per calendar year (not taking into account any Supplementary Cards applied for by the Insured Person.)
3. Return Guarantee Refunds will not be made for any items with a Purchase Price of S\$30 or less.
4. The item returned by the Insured Person must be received by the Company brand new (with original label still in tact), undamaged, in good condition and in working order.

Limitations and Products Not Covered

1. Items not covered are: animals and living plants; one of a kind items (including antiques, artwork and furs); limited edition items, going-out-of-business sale items; consumable and perishable goods; jewelry and precious stones; services and additional costs (such as installation charges, warranties, shipping or memberships); rare and previous coins; used, rebuilt and refurbished items; mobile/cellular phones; compact discs; digital video discs; audiotapes; video-tapes; computer software; books of any kind; health care items (such as blood pressure machines and diabetes equipment); tickets of any kind; motorized vehicles and their parts; firearms; land and buildings; negotiable instruments (such as promissory notes, stamps, and travellers cheques); cash and its equivalent; and items permanently affixed to home, office, vehicle, etc. (such as garage doors openers, car alarms); illegal property; formal wear including, but not limited to, evening gown, wedding gown or tuxedo; underwear, surcharge, etc.
2. This policy is supplemental and only applies if a claim is made over items covered by this Master Policy within 90 days of original purchase.

The Company shall not be liable for any claim:

1. arising out of the imposition of any surcharge;
2. arising out of the fraudulent act of the Insured Person or arising from illegal activity;
3. made in respect of item purchased more than 90 days after the date of original purchase; or not reported back to the Company within 30 days from the date of the retailer refusing to take back the purchased item.

DESCRIPTION OF COVERAGE: EXTENDED WARRANTY

When the Insured Person purchases a Covered Appliance (hereinafter-defined) entirely with his American Express Card, the Extended Warranty protection will be offered to the Insured Person with regards to the Covered Appliance.

See terms and conditions set out herein.

TERMS AND CONDITIONS

This insurance is Supplementary

The Master Policy is not a substitute for any other insurance which also covers extended warranty protection on items purchased in Singapore. The Policy will indemnify the Insured Person only to the extent that the item purchased has not been covered by any other extended warranty insurance and is subject to the terms and conditions contained herein.

1. The Extended Warranty protection mirrors original manufacturer's warranties for Covered Appliances purchased entirely with the American Express Card issued by the Policyholder on any participating products stated below. The coverage period that the Extended Warranty is effective shall equal the term of the original manufacturer's warranty, up to a maximum of 24 months. The total coverage period inclusive of both original manufacturer warranty and extended warranty shall not exceed a total of 48 months.
2. When the original manufacturer's warranty expires, the Extended Warranty protection takes effect for each Covered Appliance brought in Singapore with a Purchase Price of not more than S\$8,000. The maximum amount of coverage offered under the Extended Warranty protection shall not exceed S\$24,000 per American Express Card held by the Insured Person per calendar year. The number of Supplementary Cards applied for by the Insured Person shall not be taken into account when determining the maximum claim amount permitted per calendar year.
3. Coverage is provided for any cost of labour or parts used to repair or correct any malfunction, defect or damage of the Covered Appliance covered by the terms of the warranty given under the original manufacturer's warranty.
4. If a Covered Appliance needs to be replaced, the Insured Person will subject to the maximum claim amounts set out above be indemnified for the Covered Appliance at the Market Value of the Covered Appliance (being the amount the Insured Person paid for the Covered Appliance), less 10% for each year thereafter or part thereof.

Definitions

Covered Appliance(s): new item(s) of domestic electrical equipment included in the following list (which may be amended from time to time)

Compactor	Food Processor
Toaster Oven	Coffee Maker
Blender, Mixer	Washing Machine
Iron	Cordless Phone
Vacuum Cleaner	VCR
TV	Electronic Flash
Air Conditioner	Answering Machine
Receiver/ Amplifier/ Speaker	Electric Stove
Dishwasher	Microwave
Refrigerator	Juicer
Electric Wok	Sewing Machine
Dryer	Fax
Housephone	CD/VCD/DVD
Portable CD	Camera
Polaroid	Fan
Heater	Mobile Phone
Toaster	

