

Bank of America Europe DAC

Business Card Liability Waiver

IMPORTANT INFORMATION

This document includes a policy summary which details key facts about this policy. In the case of conflict between this policy summary and the Terms and Conditions, the Terms and Conditions will prevail.

Please read this document carefully as it is a helpful summary of the key facts on your policy.

BUSINESS CARD LIABILITY WAIVER

Who underwrites this Insurance?

This insurance is administered by Aspire Insurance Advisers Limited and underwritten by certain underwriters at Lloyd's Insurance Company S.A. Aspire Insurance Advisers is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Registered number: 312228

Who does this Insurance cover?

Liability Waiver Insurance provides complete peace of mind for Bank of America and their EMEA business clients by protecting them against unauthorised use of cards by employees.

Key Features

Liability Waiver Insurance covers all types of billing arrangement:

- Centrally billed charges where the Company has paid the Bank but the Company is unable to obtain reimbursement from the employee.
- Individually billed accounts where the Company has paid the Bank but the Company is unable to obtain reimbursement from the employee.
- Individually billed accounts where the Company has reimbursed the employee but the employee has not paid the Bank.
- Unauthorised charges billed up to 136 days preceding the discovery date of the misuse are covered.
- Where temporary staff or contractors are issued with a card they are also covered.

This summary does not contain the full terms and conditions of the Bank of America Corporate Card liability Waiver Insurance, a copy of the full policy can be obtained on request from your Account Manager.

Sum Insured

- Up to GBP 10,000 per Corporate Card Cardholder and GBP 75,000 per company per year. OR
- Up to GBP 15,000 per Executive Card Cardholder and GBP 100,000 per company per year. OR
- Up to GBP 15,000 per Executive Explorer Card Cardholder and GBP 100,000 per company per year.

Claim Process

- In the event of a claim or any circumstances giving rise to the possibility of a claim the Company must immediately notify Bank of America Customer Service to ensure the card is blocked to prevent any further unauthorised use.
- The Company should then notify the claims team of a potential claim and request a claim form. The claim team can be contacted at:
Email: creditcardclaims@broadspire.eu
Tel.: +32 2 257 03 58
- Company should notify the claims team within 136 days of becoming aware of an incident or loss leading to a claim. Failure to give notice within 136 days from the date of the incident may result in a denial of the claim. For further details, please refer to the full policy which can be obtained on request from your Account Manager.

How do I make a complaint?

If the service is found to be unsatisfactory, the following procedure is available to resolve the problem:

In the first instance the Cardholder should write with details of the complaint to: The Complaints Officer, Crawford and Company, Jan Olieslagerslaan 41, B-1800 Vilvoorde, Brussels, Belgium

The Cardholder can also refer the situation to the Complaints Department at Lloyd's, who may, in certain circumstances, be able to review the matter.

Their address is:

Service Manager

Complaints team

Lloyd's Insurance Company S.A.

Bastion Tower

Marsveldplein 5

1050 Brussels Belgium

Tel: +32 (0)2 227 39 40

E-mail: LloydsEurope.Complaints@lloyds.com

In the event that the Complaints Department is unable to resolve the complaint, it may be possible for it to be referred to the Financial Services & Markets Authority. Further details will be provided at the appropriate stage of the complaints process.

Other Important Information:

Advisers Limited is authorised and regulated by the Financial Conduct Authority, reference number 312228

Aspire Insurance Advisers Limited

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Bank of America Europe Designated Activity Company

Two Park Place, Hatch Street, Dublin 2, Ireland

Registered in Ireland (No. 229165). VAT No. IE 8229165F. Registered Office: Two Park Place, Hatch Street, Dublin 2, Ireland. A wholly owned subsidiary of Bank of America Corporation.

A list of names and personal details of every director of the company is available for inspection to the public at the company's registered office for a nominal fee.

Bank of America Europe Designated Activity Company is regulated by the Central Bank of Ireland.