

VISA® BUSINESS DEBIT CARD

Business Spending Made Easy. Business owners often look at their expenses at the end of the month and wonder, “Where did it all go?”

We have the solution – a Business Debit Card.

This system is designed specifically with concerns of business owners in mind.

Business Debit Card Features

Simplify your money management

- All cards linked to one central account
- Set spending controls for each employee card holder
- Minimize your need to use personal funds for business needs
- Track each purchase with receipts

Minimize the number of checks you write

- Funds are automatically deducted from your business checking account
- No more checks
- No need to show identification for each check
- Petty cash no longer needed
- Request cards for employees and establish preset spending limits

Special Debit Card Privileges

- Purchase Security and Extended Protection Program
- Travel and Emergency Assistance Services
- Auto Rental Collision Damage Waiver Program
- Visa Liability Waiver Program – Security, Coverage & Confidence
- Outline
- Affidavit of Waiver Claim Form

This powerful program can help save you time and money while empowering your employees to make necessary business purchases. Contact a personal banker today to apply for your Business debit card or complete the enclosed application and return to one of our locations.



FIRST NATIONAL BANK

CRESTON • AFTON

Member FDIC

Commitment you can bank on.

Visa® Business Debit Card Application

Application Subject to Approval

COMPANY INFORMATION

Business Name	Tax Identification #
Street Address (Physical Address; No P.O. Boxes)	
City, State, Zip Code	Phone #
Mailing Address (If different from above)	City, State, Zip Code
Type of Business (check one) <input type="checkbox"/> Corporation <input type="checkbox"/> LLC <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietorship (DBA) <input type="checkbox"/> Lodge/Assoc./Non-Profit	
Nature of Business	Year Established
Business Contact Name	
Attached Account Information <input type="checkbox"/> Checking (Required) # _____ <input type="checkbox"/> Savings # _____	

NAMES OF INDIVIDUALS TO BE ISSUED SEPARATE CARDS *(Must be signers on attached account)*

Please use separate sheet if necessary (Name, Tax ID#, Limits and Signature should be included)

Authorized User	Tax Identification #
Daily Cash Withdrawal Limit (Max \$250) \$	Daily Purchase Limit (Max \$750) \$
Authorized User's Signature	Card #
Authorized User	Tax Identification #
Daily Cash Withdrawal Limit (Max \$250) \$	Daily Purchase Limit (Max \$750) \$
Authorized User's Signature	Card #
Authorized User	Tax Identification #
Daily Cash Withdrawal Limit (Max \$250) \$	Daily Purchase Limit (Max \$750) \$
Authorized User's Signature	Card #
Number of Business Debit Cards you wish to order per authorized user <input type="checkbox"/> One <input type="checkbox"/> Two <input type="checkbox"/> _____	

COMPANY AGREEMENT & ACCEPTANCE

The business entity (the "Company") identified in this Application hereby requests The First National Bank in Creston ("Issuer") to issue a Business Debit Card for the Company. The person who signs this Application on behalf of the Company represents he or she is duly authorized by the company to sign this Application. The Company authorizes Issuer to obtain a credit report. The Company certifies that all information contained in this Application is true and correct. Debit card monthly fee of \$1.07 will apply. Initial two cards per account are provided at no cost, each additional plastic request will be provided for \$10.70.

Signature of Authorizing Officer	Printed Name of Authorizing Officer	Date Signed
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INTERNAL USE ONLY

Total # of Cards Ordered _____	Port # _____	Approved by _____
Expiration Date <u>5 Years from ordering date</u> _____	Date _____	Approval Date _____



FIRST NATIONAL BANK
CRESTON • AFTON
Member FDIC

Card #

Rev. 01/2011

Note: This is a sample of some of the benefits you receive from your Visa card. Benefits, providers, and coverage levels may vary from Issuer to Issuer. Please contact your Visa card Issuer to request your full disclosure guide to benefits.

Your Guide to Benefits Package

Visa Business Card



Effective 7/1/05

FOR QUESTIONS OR ASSISTANCE 24 HOURS A DAY, 365 DAYS A YEAR, CALL THE TOLL-FREE NUMBER ON THE BACK OF YOUR VISA® CARD, OR 1-800-VISA-911®.

For questions about your balance, call the customer service number on your Visa Business card statement.

These coverages and descriptions supersede any coverages and descriptions you may have received earlier. Please read and retain for your records.

Purchase Security and Extended Protection Program

The Visa Purchase Security and Extended Protection Program automatically protects many of the new retail purchases that you make with your eligible Visa Business card. The Programs—available at no additional charge—protect your eligible purchases in two ways.

What is this protection?

Purchase Security

Purchase Security will replace, repair, or fully reimburse you up to a maximum of \$10,000 per claim and \$50,000 per cardholder for most retail goods purchased entirely with your eligible Visa Business card for the first ninety (90) days from the date of purchase in the event of loss, theft, damage, or fire.

Extended Protection

Extended Protection doubles the time period of the original manufacturer's written U.S. warranty up to one (1) full year on warranties of three (3) years or less up to a maximum of \$10,000 per claim.

Who is eligible for this protection?

To be eligible for this coverage, you must be a valid cardholder of an eligible U.S.-issued Visa Business card.

What items are covered by Purchase Security?

Purchase Security protects eligible items of personal property you purchase entirely with your eligible U.S.-issued Visa Business card.

What items are *not* covered?

- Animals and living plants.
- Antiques and collectible items.
- Broken items, unless damage is the result of a covered occurrence.
- Computer software.
- Items purchased for resale.
- Items that mysteriously disappear. "Mysterious Disappearance" means the vanishing of an item in an unexplained manner where there is an absence of evidence of a wrongful act by a person or persons.
- Items under the care and control of a common carrier (including U.S. Postal Service, airplanes, or delivery service.)
- Jewelry and watches on baggage unless hand-carried and under your personal supervision, or under the supervision of your traveling companion who is previously known to you.
- Losses resulting from abuse, fraud, hostilities of any kind (including, but not limited to, war, invasion, rebellion, insurrection, or terrorist activities), confiscation by the authorities, risks of contraband, illegal activities, normal wear and tear, flood, earthquake, radioactive contamination, or damage from inherent product defects.
- Losses resulting from misdelivery or voluntary parting with property.
- Medical equipment.
- Perishables, consumables, boats, aircraft, automobiles, and any other motorized vehicles and their motors, equipment, or accessories, including trailers and other items that can be towed by or attached to any motorized vehicle.
- Real estate and items which are intended to become part of real estate.
- Traveler's checks, cash, tickets, and any other negotiable instruments.

What items are covered by Extended Protection?

Extended Protection doubles the period of repair service on many items of personal property which have a valid original manufacturer's written U.S. warranty and which you have purchased with your eligible U.S.-issued Visa Business card, up to a maximum of one (1) year.

What items are *not* covered?

- Boats, automobiles, aircraft, and any other motorized vehicles and their motors, equipment, or accessories, including trailers and other items that can be towed by or attached to any motorized vehicle.
- Any costs other than those specifically covered under the terms of the original manufacturer's written U.S. repair warranty, as supplied by the original manufacturer, or other eligible warranty.
- Items purchased for resale.
- Real estate and items which are intended to become part of real estate.

- Computer software.

- Medical equipment.

Are gifts covered?

Yes, as long as you purchased the gift with your eligible U.S.-issued Visa Business card and it meets the terms and conditions of the applicable program.

What about purchases made outside the United States?

Purchase Security

Yes, as long as you purchased the item with your eligible U.S.-issued Visa Business card and it meets the terms and conditions of the program.

Extended Protection

Yes, as long as you purchased the item with your eligible U.S.-issued Visa Business card and the eligible item has a valid original manufacturer's written U.S. repair warranty, store-purchased dealer warranty, or assembler warranty.

Do I need to register my purchases?

No. Your eligible purchases are automatically covered.

Do I need to keep copies of receipts or any other records?

Purchase Security

Yes. If you want to file a claim, you will need copies of your Visa Business card receipt and your store receipt.

Extended Protection

Yes. If you want to file a claim, you will need copies of your Visa Business card receipt, your store receipt, and the original manufacturer's written U.S. warranty and any other applicable warranty.

How do I file a claim?

Purchase Security and Extended Protection

Call the Program Administrator at **1-800-VISA 911** (or collect at 0-410-581-9994) for Purchase Security or Extended Protection within sixty (60) days of loss or damage. *Please note: If you do not give such notice within sixty (60) days after the loss or damage your claim may be denied.* The representative will ask you for some preliminary claim information and send you the appropriate claim form. **This claim form must be completed, signed and returned with all the requested documentation within ninety (90) days from the date of loss or damage.**

Gift recipients of eligible items may also handle the claim process if you wish. However, the gift recipient must provide all of the documents necessary to fully substantiate the claim.

For faster filing, submit your claim online. It's easy, convenient, and available at no extra cost to eligible Visa cardholders. To submit your claim and learn more about Visa Purchase Security and the Visa Extended Protection Program go to the Visa Purchase Security and Extended Protection Program Claim Center at www.visa.com/eclaims.

What documents to I need to submit with my claim?

Purchase Security

- Your completed and signed claim form.
- Your Visa Business card receipt.
- The itemized store receipt.
- A police report (made within 48 hours of the occurrence in the case of theft), fire report, insurance claim, loss report, or other report sufficient to determine eligibility for benefits.
- A copy of your insurance declaration page, when applicable.
- Documentation (if available) of any other settlement of the loss.
- Any other documentation deemed necessary to substantiate your claim.

All claims must be fully substantiated as to the time, place, cause, and amount of damage or theft. In most cases you will be asked to send in, at your expense, the damaged item to substantiate a claim. Retain the item in the event it is requested by the Program Administrator.

(Continued on next page)

Purchase Security and Extended Protection Program (Cont.)

Extended Protection

- Your completed and signed claim form.
- Your Visa Business card receipt.
- The itemized store receipt.
- A copy of the original manufacturer's U.S. warranty and any other applicable warranty.
- A description and serial number of the item, and any other documentation deemed necessary to substantiate your claim. This includes bills and, if necessary, a copy of the maintenance record and receipts.
- The original repair order.

All claims must be fully substantiated.

How will I be reimbursed?

Purchase Security

Depending on the nature and circumstances of the incident, the Provider, at its sole option, may choose to discharge your claim in either of two ways:

1. The damaged item (whether wholly or in part) may be repaired, rebuilt, or replaced. The lost or stolen item may be replaced. If this option is chosen, you will be notified of the decision within fifteen (15) days following receipt of the required proof-of-theft/damage loss documentation.
2. You may be reimbursed for the eligible item, but not more than the original purchase price of the covered item as recorded on your Visa Business card receipt up to a maximum of \$10,000 per claim and \$50,000 per cardholder. In either case, the Provider's payment, replacement, or repair made in good faith will discharge the Provider to the extent of the claim.

Extended Protection

Once your claim has been verified, the item will be repaired or replaced at the sole option of the Provider, but for no more than the original purchase price of the covered items as recorded on your eligible Visa Business card receipt up to a maximum of \$10,000 per claim and \$50,000 per cardholder.

Extended Protection will pay the facility directly for the repairs, if possible, or you may go to an authorized repair facility and file a claim for reimbursement. **Only valid and reasonable repairs made at the manufacturer's authorized repair facility are covered.**

In either case, the Provider's payment, replacement, or repair made in good faith will fulfill the Provider's obligation under the Program coverage.

Do I have to file with my insurance company?

Purchase Security

Yes. If you have insurance (e.g. business owner's, homeowner's, renter's, or automobile), or if you are covered by your employer's insurance, you are required to file a claim with your own insurance company and to submit a copy of any claim settlement from your insurance company along with your claim form. In some cases, where the claim amount is within your personal insurance deductible, a copy of your personal insurance policy declaration page may be sufficient at the option of the Program Administrator.³

Extended Protection

No, however, if you have purchased a service contract or extended warranty, Extended Protection is secondary to that coverage.

◇ **Note: Purchase Security provides coverage on an "excess" coverage basis. That means it does not duplicate, but pays in excess of, valid and collectible insurance or indemnity (including, but not limited to, homeowner's, renter's, automobile, or employer's insurance policies).** After all insurance or indemnity has been exhausted, Purchase Security will cover the loss up to the amount charged to your Visa Business account and subject to the terms, exclusions, and limits of liability of the Program. Purchase Security will also pay for the outstanding deductible portion of your insurance or indemnity for eligible claims. The maximum limit of liability is \$10,000 per claim, \$50,000 per cardholder. You will receive no more than the purchase price as recorded on the Visa Business card receipt. Where a protected item is part of a pair or a set, you will receive no more than the value (as described herein) of the particular part or parts, stolen or damaged, regardless of any special value that the item may have as part of such a pair or set, nor more than the proportionate part of an aggregate purchase price of such pair or set. Purchase Security is not "contributing" insurance, and this "non-contribution" provision shall take precedence over "non-contribution" provisions found in other insurance or indemnity descriptions, policies, or contracts.

Program Provisions for Purchase Security and Extended Protection: This protection provides benefits only to you, the eligible Visa Business cardholder, and to whomsoever receives the eligible gifts you purchase with your eligible U.S.-issued Visa Business card. You shall use due diligence and do all things reasonable to avoid or diminish any loss or damage to property protected by these Programs. The Provider will not unreasonably apply this provision to avoid claims.

If you make any claim knowing it to be false or fraudulent in any respect including, but not limited to, the cost of repair services, no coverage shall exist for such claim and your benefits may be canceled.

The Provider relies on the truth of statements made in the Declarations and/or application of each cardholder and policyholder. Each cardholder and policyholder agrees that such representations are accurate and complete. Any and all relevant provisions shall be void in any case of fraud, intentional concealment, or misrepresentation of material fact by the cardholder or policyholder.

Once you report an occurrence, a claim file will be opened and shall remain open for six (6) months from the date of the damage or theft. No payment will be made on a claim that is not completely substantiated in the manner required by the Program Administrator within six (6) months of the date of damage, theft, or product failure.

After the Provider has paid your claim of loss or damage, all your rights and remedies against any party in respect of this loss or damage will be transferred to the Provider to the extent of the cost of the Provider's payment to you. You shall give the Provider any assistance necessary to secure its rights and remedies—including the execution of all documents—and the Provider shall be entitled at its own expense to bring suit in your name.

No legal action for a claim may be brought against us until sixty (60) days after we receive Proof of Loss. No legal action against us may be brought more than two (2) years after the time for giving Proof of Loss. Further, no legal action may be brought against us unless all the terms of the Program Guide and policy have been complied with fully.

The Purchase Security and Extended Protection Program are services provided to eligible U.S.-issued Visa Business cardholders in accordance with the policy underwritten by Indemnity Insurance Company of North America. Coverage is subject to the terms and conditions outlined and includes certain restrictions, limitations, and exclusions. This Program Guide is not a policy of insurance. In the event of any conflict between this Program Guide and the policy, the policy will govern. The policy is on file at the offices of Visa U.S.A.

The programs described in this Guide will not apply to Visa Business cardholders whose accounts have been suspended or canceled.

These services are provided to eligible U.S.-issued Visa Business cardholders at no additional cost. The terms and conditions contained in this Program Guide may be modified by subsequent endorsements. Modifications to the terms and conditions may be provided via additional Program Guide mailings, statement inserts, or statement messages.

Visa and/or your Financial Institution can cancel or non-renew the coverages for Visa Business cardholders, and if we do, we will notify you at least thirty (30) days in advance. If the insurer non-renews or cancels any coverages provided to eligible Visa Business cardholders, you will be notified within 30–120 days before the expiration of the policy. In the event substantially similar coverage takes effect without interruption, no such notice is necessary. Coverage will still apply on transactions made prior to the date of such cancellation or non-renewal provided all other terms and conditions of coverage are met.

FORM #VPSEPBUSINESSv1 (03/2005)

Travel and Emergency Assistance Services

You can enjoy greater peace of mind thanks to a wide range of Visa Business emergency services which are available 24 hours a day, 365 days a year. Please understand that, due to occasional problems such as distance, location, or time, neither Visa nor its service providers can be responsible for the availability, use, cost, or results of any medical, legal, transportation, or other services.

Who is eligible for Travel and Emergency Assistance Services?

You, your immediate family members, and your business associates may all take advantage of these special emergency services.

How do I get these services?

They're as close as the nearest phone. You simply call the Program Administrator at **1-800-VISA-911** any hour of the day or night. If you are outside the United States, call collect at 0-410-581-9994.

Is there a charge for these services?

No. Visa Business Travel and Emergency Assistance Services are available to eligible Visa Business cardholders at no additional charge.

Please note: Visa Business Travel and Emergency Assistance Services provide assistance and referral only. You are responsible for the cost of any actual medical, legal, transportation, cash advance, or other services or goods provided.

What are the specific services and what do they provide?

Visa Business Travel and Emergency Assistance Services will put you in touch with the appropriate emergency services should the need arise. Here are some of the ways we can help:

- **Emergency Message Service** can record and relay emergency messages for travelers, immediate family members, or business associates. *NOTE: Visa will use reasonable efforts to relay emergency messages in accordance with program guidelines and limitations, but cannot take responsibility for the failure to transmit any message successfully.*
- **Medical Referral Assistance** provides medical referral, monitoring, and follow-up. The Program Administrator can give you names of English-speaking local doctors, dentists, and hospitals; assign a doctor to consult by phone with local medical personnel, if necessary, to monitor your condition, keep in contact with your family, and provide continuing liaison; and help you arrange medical payments from your Visa Business or personal account. *NOTE: All costs are your responsibility.*
- **Legal Referral Assistance** can arrange contact with English-speaking attorneys and U.S. embassies and consulates if you're detained by local authorities, have a car accident, or need legal assistance. In addition, the Program Administrator can coordinate bail payment through a transfer of funds from your Visa Business or personal account. The Program Administrator can also follow up to make sure bail has been properly handled. *NOTE: All costs are your responsibility.*

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Travel and Emergency Assistance Services (Cont.)

- **Emergency Transportation Assistance** can help you make all the necessary arrangements for emergency transportation home or to the nearest medical facility. This even includes arranging to bring your business associates home and staying in contact with family members or employers. In the case of a death, the Program Administrator can make arrangements to repatriate the remains. **NOTE: All costs are your responsibility.**
- **Emergency Ticket Replacement** helps you with the carrier's lost ticket reimbursement procedures if you should lose your ticket and can arrange delivery of a replacement ticket to you. **NOTE: All costs are your responsibility.**
- **Lost Luggage Locator Service** can help you through the common carrier's claim procedures or can arrange shipment of replacement items if an airline or common carrier loses your checked luggage. The Program Administrator can also arrange a cash advance with your Visa issuing bank. **However, you are responsible for the cost of any replacement items shipped to you.**

- **Emergency Translation Service** provides telephone assistance in all major languages and helps find local interpreters, if available, when you need more extensive assistance. **NOTE: All costs are your responsibility.**
- **Prescription Assistance and Valuable Document Delivery Arrangements** can help you get prescriptions filled or replaced, subject to local laws, and can even arrange pickup and delivery of prescriptions filled for you at local or nearby pharmacies. It can also help transport critical documents which you may have left at your business or elsewhere. **NOTE: All costs are your responsibility.**
- **Pre-Trip Assistance** can give you information on your destination before you leave—information such as ATM locations, currency exchange rates, weather reports, health precautions, immunizations, and required passport visas.

Program Provisions for Travel and Emergency Assistance Services: The program described in this Guide will not apply to Visa Business cardholders whose accounts have been suspended or cancelled. The terms and conditions contained in this Program Guide may be modified by subsequent endorsements. Modifications to the terms and conditions may be provided via additional Program Guide mailings, statement inserts, or statement messages.

FORM #VTEAB (03/05)

Auto Rental Collision Damage Waiver Program

What is this benefit?

Visa Business Auto Rental Collision Damage Waiver Program ("Auto Rental CDW Program") provides—at no additional charge—coverage on a 24-hour basis for damage due to collision or theft up to the actual cash value of most rental vehicles when certain terms and conditions are met. Here are answers to some commonly asked questions about the program.

Who is eligible?

You are eligible only if you are a valid cardholder whose name is embossed on an eligible U.S.-issued Visa Business card. Only you, as the primary renter of the vehicle, and any additional drivers permitted by the car rental agreement are covered.

What is covered?

Visa Business Auto Rental CDW Program reimburses you for the repair or replacement of covered losses to a rental vehicle while it is your responsibility and while it is being used for business purposes. Only vehicle rental periods which neither exceed nor are intended to exceed thirty-one (31) consecutive days are covered.

This program is primary and provides coverage up to the actual cash value of the vehicle as it was originally manufactured. However, if the rental is for personal reasons, this coverage supplements, and applies excess of, any valid and collectible insurance or reimbursement programs from any source.

Most private passenger automobiles, minivans, and sport utility vehicles are eligible, but some restrictions may apply. Please contact the Program Administrator to inquire about a specific vehicle.

Covered losses are:

- Physical damage and/or theft of the covered rental vehicle.
- Valid loss-of-use charges imposed and substantiated by the rental agency through a fleet utilization log.
- Reasonable and customary towing charges, due to a covered loss, to the nearest qualified repair facility.

How do I activate this benefit?

For the benefit to be in effect, you must:

- Initiate and complete the entire rental transaction with your eligible Visa Business card, and
- Decline the vehicle rental company's collision damage waiver (CDW/LDW) option, or similar provision, if offered by the car rental company.

Helpful hints:

- Check the rental vehicle for prior damage before leaving the rental lot.
- Review the vehicle rental agreement carefully to make sure you are declining CDW/LDW, and also, to familiarize yourself with the terms and conditions of the car rental agreement.

What do I do if I have an accident or the rental vehicle is stolen?

Immediately call the Program Administrator at **1-800-VISA-911** to report the theft or damage, regardless whether liability has been established. If you are outside the United States, call collect at 0-410-581-9994. The Program Administrator will answer any questions you or the rental agency may have and will then send you a claim form.

All incidents must be reported immediately following the loss, but in no event later than forty-five (45) days[†] following the date of loss. Furthermore, we reserve the right to deny any claim that contains charges that would not have been included had the Program Administrator been notified before those expenses were incurred. We therefore advise you to notify us immediately after any loss. You must make every reasonable effort to protect the rental vehicle from damage or theft.

What is not covered?

- Any obligation you assume under any agreement.
- Any violation of the car rental agreement or this program.
- Injury of anyone or anything inside or outside the rental vehicle.
- Loss or theft of personal belongings.
- Personal liability.
- Expenses assumed, waived, or paid by the rental agency or its insurer.
- Cost of any insurance or collision damage waiver offered by or purchased through the car rental company.
- Expenses reimbursed under your business or personal automobile insurance policy.
- Depreciation of the rental vehicle caused by loss or damage, including, but not limited to, "diminished value."
- Loss due to intentional acts, or due to the driver(s) being under the influence of alcohol, intoxicants, or drugs, or due to contraband or illegal activities.
- Wear and tear, gradual deterioration, or mechanical breakdown.
- Items not installed by the original manufacturer.
- Loss due to off-road operation of the rental vehicle.
- Loss due to hostility of any kind (including, but not limited to, war, invasion, rebellion, or insurrection).
- Confiscation by authorities.
- Vehicles that do not meet the definitions of covered vehicles.
- Rental periods that either exceed or are intended to exceed thirty-one (31) consecutive days.
- Leases and mini leases.
- Loss or damage as a result of the cardholder's lack of reasonable care in protecting the rental vehicle before and after damage occurs (for example, leaving the vehicle running and unattended).
- Losses reported more than forty-five (45) days[†] from the date of loss.
- Losses for which a claim form has not been received within ninety (90) days[†] from the date of loss.
- Losses for which all required documentation has not been received within 365 days from the date of loss.
- Losses from rental transactions that originated in Israel, Jamaica, or the Republic of Ireland or Northern Ireland.

What if the car rental company insists that I purchase the car rental company's car insurance or collision damage waiver?

Call the Program Administrator at **1-800-VISA-911** for help. If you are outside the United States, call collect at 0-410-581-9994.

When and where am I covered?

This coverage is available on a 24-hour basis in the United States and most foreign countries. *No coverage is provided for motor vehicles rented in Israel, Jamaica, or the Republic of Ireland or Northern Ireland.* Additionally, coverage is not available where precluded by law or in violation of the territory terms of the rental agreement, or where prohibited by individual merchants. **Because regulations vary outside the United States, we recommend you check with your car rental company and the Program Administrator before you travel to make sure your Visa Business Auto Rental CDW Program will apply.** Coverage is in effect while the rental vehicle remains in your control or in the control of a person permitted to operate the rental vehicle in accordance with the rental agreement between you and the rental company. Coverage terminates when the car rental company re-assumes control of the rental vehicle.

[†] Not applicable to residents of certain states.

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Auto Rental Collision Damage Waiver Program (Cont.)

What type of coverage is this?

Visa Business Auto Rental CDW Program is primary coverage.

In other words, when your rental is primarily for business purposes, you do not have to claim payment from any source of insurance before receiving coverage under the program.

However, if you are on a personal trip and you use your Visa Business card to rent a covered vehicle, your personal insurance would be primary coverage. In this case, the Visa Business Auto Rental CDW supplements, and applies excess of, any valid and collectible insurance or reimbursement programs from any source. It does not duplicate insurance provided by or purchased through the car rental company; it will not pay for losses reimbursed by your own insurer, employer, employer's insurance, or any other valid and collectible insurance, however, it would pay only for the outstanding deductible portion or other charges including towing, reasonable administration fees, and "loss of use" charges not covered by your primary automobile insurance policy. If you do not carry personal automobile insurance, Visa Business Auto Rental CDW Program coverage is primary.

What types of rental vehicles are not covered?

Excluded worldwide are: expensive, exotic, and antique automobiles; certain vans; vehicles that have an open cargo bed; trucks; motorcycles, mopeds, and motorbikes; limousines; and recreational vehicles.

Examples of excluded expensive or exotic automobiles are the Aston Martin, Bentley, Bricklin, Daimler, DeLorean, Excalibur, Ferrari, Jensen, Lamborghini, Lotus, Maserati, Porsche, and Rolls Royce. However, selected models of BMW, Mercedes-Benz, Cadillac, and Lincoln are covered.

An antique automobile is defined as any vehicle over twenty (20) years old or any vehicle that has not been manufactured for ten (10) years or more.

Coverage is provided for only those vans manufactured and designed to transport a maximum of eight (8) people and which is used exclusively to transport people.

If you have any questions regarding a specific vehicle, call the Program Administrator at **1-800-VISA-911**. If you are outside the United States, call collect at 0-410-581-9994.

What do I need from the car rental company in order to file a Visa Business Auto Rental CDW Program claim?

At the time of the accident, theft, or damage, or when you return the rental vehicle, immediately ask the rental company for:

- A copy 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.
- A copy of the initial and final car rental agreement(s).
- A copy of the repair estimate or itemized repair bill.
- Two (2) photographs of the damaged vehicle, if available.
- A police report, if obtainable.

How do I file a claim?

You, the cardholder, are responsible for reporting your claim to the Program Administrator immediately, but in no event later than **forty-five (45) days[†] of the date of loss, or your claim will be denied. Notice to any other party will not suffice.** Furthermore, we reserve the right to deny any claim that contains charges that would not have been included had the Program Administrator been notified before those expenses were incurred. We therefore advise you to notify us immediately after any loss.

Complete and sign the claim form you receive from your call to the Program Administrator, then mail the following documentation to the Program Administrator:

- The completed and signed Visa Business Auto Rental Collision Damage Waiver Program Claim Form. **Your completed claim form must be postmarked within ninety (90) days[†] of the date of the loss, even if all other required documentation is not yet available, or your claim will be denied.**
- A copy of your receipt or monthly billing statement as proof that the entire vehicle rental was charged and paid for with your eligible Visa Business card.
- A written confirmation from your employer that the rental was primarily for business purposes.

- If the rental was for personal use, enclose a statement from your insurance carrier showing the costs you are responsible for and any amounts that have been paid toward the claim. Or, if you have no applicable insurance, please provide a notarized statement to that effect.

- A copy of the declaration page from your primary automobile insurance carrier if the rental was for personal use.

Enclose all the documents you received from the car rental company:

- A copy of the Accident Report Form.
- A copy of the entire auto rental agreement(s).
- A copy of the repair estimate or itemized repair bill.
- Two (2) photographs of the damaged vehicle, if available.
- A police report, if obtainable.
- Any other documentation deemed necessary by the Program Administrator to substantiate the claim.

For faster filing, submit your claim online. It's easy, convenient, and available at no extra cost to eligible Visa Business cardholders. To submit your claim and learn more about the Visa Business Auto Rental CDW Program go to the Visa Business Auto Rental CDW Program Claim Center at www.visa.com/eclaims.

If you experience difficulty in obtaining all the required documents within ninety (90) days[†] of the date of loss, just submit the claim form and any documentation you already have available. **NOTE: All remaining documents must be postmarked within 365 days of the date of loss.**

Do I have to do anything else?

Usually not. Under normal circumstances, the claim will be paid within fifteen (15) days after the Visa Business Auto Rental CDW Program Administrator has received all documentation necessary to fully substantiate your claim.

However, after the Program Administrator has paid your claim, all your rights and remedies against any party in respect of this loss will be transferred to the Provider to the extent of the cost of the Provider's payment to you. The Provider shall then be entitled at its own expense to sue in your name. Should this occur, you must give the Provider all assistance as the Provider may reasonably require to secure its rights and remedies including the execution of all documents necessary to enable the Provider to bring suit in your name.

[†] Not applicable to residents of certain states.

Additional Program Provisions for Auto Rental CDW Program: You must make every effort that would be made by a reasonable and prudent person to protect the Rental Vehicle from damage or theft. This provision will not be applied unreasonably to avoid claims.

If you make any claim knowing it to be false or fraudulent in any respect, including, but not limited to, the cost of repair services, no coverage shall exist for such claim and your benefits may be canceled.

Once you report an occurrence, a claim file will be opened and shall remain open for six (6) months from the date of the damage or theft. No payment will be made on a claim that is not completely substantiated in the manner required by the Program Administrator within twelve (12) months of the date of damage or theft.

The Visa Business Auto Rental CDW Program is a service provided to eligible Visa Business cardholders in accordance with the policy underwritten by Indemnity Insurance Company of North America. Coverage is subject to the terms and conditions outlined and includes certain restrictions, limitations, and exclusions. This Program Guide is not a policy of insurance. In the event of any conflict between the description of coverage in this Guide and the policy, the policy will govern. The policy is on file at the offices of Visa U.S.A.

The program described in this Guide will not apply to Visa Business cardholders whose accounts have been suspended or canceled. No legal action for a claim may be brought against us until sixty (60) days after we receive Proof of Loss. After the expiration of two (2) years from the time written Proof of Loss was to be provided, no action shall be brought to recover on this coverage. Further, no legal action may be brought against us unless all the terms in this Program Guide and policy have been complied with fully. The terms and conditions contained in this Program Guide may be modified by subsequent endorsements. Modifications to the terms and conditions may be provided via additional Program Guide mailings, statement inserts, or statement messages. Visa and/or your Financial Institution can cancel or non-renew the coverage, and if we do, we will notify you at least thirty (30) days in advance. If the insurer non-renews or cancels any coverages provided to eligible Visa Business cardholders, you will be notified within 30-120 days before the expiration of the policy. In the event substantially similar coverage takes effect without interruption, no such notice is necessary. Visa Business Auto Rental CDW Program coverage will still apply to vehicle rentals commenced prior to the date of such cancellation or non-renewal provided all other terms and conditions of coverage are met.

FORM #VBCDW01 (07/05)

Whenever you need emergency service or answers, call the **Program Administrator**, 24 hours a day, 365 days a year. For calls outside the United States, call collect at 0-410-581-9994.

1-800-VISA-911
(1-800-847-2911)



visa.com

Visa Liability Waiver Program

Visa Business Check Card Liability Waiver Program Outline



I. Program Overview

A company ("Company") which has established a Visa Business check card account ("Account") with a Visa Business check card issuing Member ("Financial Institution") may request that the Financial Institution waive the Company's liability for certain charges in accordance with the Visa Commercial and Business Cards Liability Waiver Program ("Program"). Visa has arranged insurance coverage to provide payment to the Financial Institution for covered losses and will administer the Program.

The Financial Institution may waive the Company's liability for waivable charges up to \$100,000 per Visa Business check card cardholder and be reimbursed by the Program Underwriter ("Program Underwriter") provided both the Financial Institution and the Company have satisfied all Program obligations.

II. Definitions

- 1 "Financial Institution" shall mean the Visa Member which issues Visa Business check card accounts to the Company for use by designated employees.
- 2 "Company" shall mean a corporation, partnership, sole proprietorship, or any other entity which has signed a Visa Business check card account agreement with a Financial Institution and subsequently issues Visa Business check card accounts for use by persons designated by the Company.
- 3 "Cardholder" means a person designated by the Company who is authorized by the Company to use the Visa Business check card account for Company business purposes only.
- 4 "Transactions" shall mean all amounts, including cash disbursements, posted to the Company's Visa Business check card account with the Financial Institution.
- 5 "Affidavit of Waiver" shall mean a written request or claim form sent from the Company requesting the Financial Institution to waive the Company's charges in accordance with the terms and conditions of this Program.
- 6 "Billed" or "Unbilled" with respect to any Charge shall be based upon the date of the Financial Institution's statement.
- 7 "Notification of Termination" of the Cardholder's employment shall mean the date the Cardholder gives or receives oral or written notice of immediate or pending termination, or the date the Cardholder leaves the Company's service, whichever is earlier.
- 8 "Waivable Charges" shall mean Charges incurred by a Cardholder, or other authorized person which:
 - a) do not benefit the Company directly or indirectly; and
 - b) (i) are Billed within seventy-five (75) days preceding Notification of Termination, or
(ii) are incurred but Unbilled as of Notification of Termination, or
(iii) are incurred up to fourteen (14) days after Notification of Termination; provided, however, that the Financial Institution has received a request to cancel the Account within two (2) business days of Notification of Termination. There will be no coverage after Notification of Termination, as defined, unless notice to cancel the Account is received by the Financial Institution within two (2) business days; and
 - c) are the responsibility of the Company.

III. Program Exclusions

The following are not Waivable Charges and are not covered by the policy:

- 1 Charges made by partners, owners, or principle shareholders who own more than five percent (5%) of the Company's outstanding shares, elected directors, or persons who are not employees of the Company.
- 2 Interest or fees imposed by the Financial Institution on outstanding unpaid charges.
- 3 Charges incurred to purchase goods or services for the Company or for the persons other than the Cardholder pursuant to the instructions of the Company, in accordance with company policy, if those goods or services are of the type which are regularly purchased by or for the Company.
- 4 Transactions incurred by the Cardholder after Notification of Termination unless the Financial Institution receives a request from the Company to cancel the Account within two (2) business days of Notification of Termination. If cancellation of the Account is received by the Financial Institution within two (2) business days, then coverage will be afforded fourteen (14) days from Notification of Termination, but not beyond.
- 5 Transactions incurred by the Cardholder more than fourteen (14) days after Notification of Termination or earlier than seventy-five (75) days prior to Notification of Termination.
- 6 Transactions resulting from either a lost or stolen Visa Business check card or bankruptcy/insolvency of the Company.
- 7 Cash advances, after Notification of Termination, shall be limited to \$300 per day, or a maximum of \$1,000, whichever is less.
- 8 Transactions incurred by a Cardholder after discovery by the Company of any fraudulent or dishonest act on the part of the Cardholder.

IV. Obligations of the Company

The Company may request that the Financial Institution reimburse the Company's liability for Waivable Charges only if the Company meets all of the following requirements:

- 1 The Cardholder's employment is terminated, voluntarily or involuntarily.
- 2 The Company has one (1) or more cards in good standing at the time of the loss.
- 3 The Company must attempt to retrieve the Visa Business check card from the Employee.
- 4 The Company must request that the Financial Institution cancel the cardholder's Visa Business check card within two (2) business days of Notification of Termination, as defined. Failure to notify within two (2) business days will exclude coverage for any Charges incurred after Notification of Termination.
- 5 The Company must deliver to the Cardholder, or send by first-class mail or fax, a written notice stating that the Account has been canceled, that the Cardholder should immediately discontinue all uses of the Account, that the Cardholder must immediately pay any outstanding amounts owed for unauthorized transactions, and that the Cardholder must immediately return the Visa Business check card to the Company.
- 6 The Company must send a completed and signed Visa Affidavit of Waiver claim form with all required documentation to the Financial Institution within ninety (90) days of Notification of Termination. All claim documents must be filed with the Program Underwriter within one hundred eighty (180) days from Notification of Termination.
- 7 The Company will remit all such amounts to the Financial Institution if the Company recovers any amounts for Waived Charges from any source after the Company has filed a Visa Affidavit of Waiver claim form with the Financial Institution. The Company agrees to assign any rights it may have to collect such amounts from the Cardholder to the Program Underwriter. However, the Company will not be required to pay the Financial Institution any amount that exceeds the loss sustained by the Financial Institution.
- 8 Once a claim has been paid for a given person, no future claims will be considered.

V. Other Insurance

This program does not cover any loss which is insured by or would for the existence of this policy, be insured by any other existing policy or policies except in respect of any excess (not exceeding the limits of the policy) beyond the amount which would have been payable under such other policy or policies including any deductible applicable thereunder had the Program not been in effect.

VI. Obligations of the Financial Institution

In order to receive insurance reimbursements from the Program Underwriter, the Financial Institution must:

- 1 Enforce all of the Company's obligations under its Visa Business check card account agreement, and use reasonable efforts to enforce all of the Company's obligations set forth under Section IV, Obligations of the Company.
- 2 Provide the Company with a Visa Affidavit of Waiver claim form and a sample Employee Account Cancellation Notification Letter and Account Cancellation Request.
- 3 Provide the Company with copies or a description of the Waivable Charges debited during the waiver period.
- 4 Make diligent efforts in accordance with its usual credit and collection practices to collect the Charges from the Cardholder or other responsible party and have failed to obtain full payment for said Charges within sixty (60) days from the Notification of Termination.
- 5 File a Visa Affidavit of Waiver claim form with the Program Underwriter within one hundred eighty (180) days of Notification of Termination and no earlier than sixty (60) days after Notification of Termination and provide the Program Underwriter with the following documentation:
 - a) A list of Waivable Charges and written evidence that they are Waivable Charges as defined in Section II, Definitions.
 - b) In cases where the Cardholder was reimbursed by the Company but failed to pay the Financial Institution, proof that the Cardholder was reimbursed by the Company (for claims over \$5,000).
 - c) The Company's completed Visa Affidavit of Waiver claim form and proof of the Account Cancellation Request.
 - d) Evidence of all action taken to collect the Charges from the Cardholder.
 - e) A copy of the Company agreement.
 - f) A copy of the Cardholder agreement.

VII. Waiver of Charges

- 1 Upon receipt of the completed Visa Affidavit of Waiver claim form and verification that the Charges are Waivable, the Financial Institution will waive the Company's liability for those Charges.
- 2 The Financial Institution will then complete the appropriate sections of the Visa Affidavit of Waiver claim form and submit it with all required documentation to the Program Underwriter.
- 3 If necessary, Visa and/or its Program Underwriter may request further documentation regarding proof concerning the Charges in question.
- 4 Upon receipt of adequate documentation from the Financial Institution, the Program Underwriter will reimburse the Financial Institution for all Waivable Charges up to a maximum of \$100,000 for each Cardholder.
- 5 The Program Underwriter will remit payment to the Financial Institution within thirty (30) days of the receipt of all completed documentation.
- 6 Any monies the Financial Institution may receive at any time from the Cardholder or any other source in respect of Waivable Charges will be used by the Financial Institution to reduce the Waivable Charges and/or the amount of any claim the Financial Institution files with the Program Underwriter.

Visa Liability Waiver Program

Visa Commercial and Business Cards Affidavit of Waiver Claim Form



COMPANY

This form MUST be returned to the Financial Institution within 90 days of Notification of Termination.

Company Information

Company Name _____

Street Address _____

City _____ State _____ Zip _____

Contact Person _____

Contact Phone Number (____) _____

Date of Account Cancellation Request
to Issuing Financial Institution ____ / ____ / ____

Has a claim for this charge been submitted under any other insurance policy? Yes No

Are you or the company aware of any prior dishonest acts committed by this employee? Yes No

Date Account Cancellation Notification Letter Sent
to Employee ____ / ____ / ____

Please refer to the complete description of program requirements in the Visa Liability Waiver Program Client Kit and Program Outline.

Employee Information

Employee Name _____

Street Address _____

City _____ State _____ Zip _____

Phone Number (____) _____

Social Security Number _____

Account Number _____

Type of Card Visa Business Credit Card Visa Business

Check Card Visa Corporate Card Visa Purchasing Card

Card Issue Date ____ / ____ / ____

Employee Hire Date ____ / ____ / ____

Notification of Termination Date ____ / ____ / ____

Termination Date ____ / ____ / ____

Is the Employee an
 Owner Partner Principal Shareholder
 None of the Above

Transaction Type
 Does Not Benefit Company \$ _____
 Employee Reimbursed but Failed to Pay Account \$ _____
Total Amount of Submitted Waivable Charges \$ _____

Please refer to the complete description of program requirements in the Visa Liability Waiver Program Client Kit and Program Outline.

Request for Waiver of Charges

I wish to certify that the above named Cardholder was an employee of _____ (Company Name). According to the terms of the policy, the above named former employee has used his/her card to make unauthorized transactions, or cash advances, which did not benefit our Company, or has received reimbursement for Company expenses but failed to render payment to the account in the amount of \$ _____ as detailed above. As _____ (Company Name) is liable for these charges under the agreement with _____ (Financial Institution), we request a waiver of the charges under the terms and conditions of the policy. Furthermore, if the Company recovers any amounts for the waived charges from any source after the Company has requested a waiver of the transactions, the Company will remit all such recoveries to the Financial Institution. The Company agrees to assign any rights it may have to collect such amounts from the Cardholder to the Program Underwriter for Visa claims.

I CERTIFY THAT ALL OF THE ABOVE INFORMATION IS ACCURATE.

Signature _____

Date ____ / ____ / ____

Printed Name _____

Title _____

Claim Processing Checklist

PRIOR TO SUBMISSION YOU

You Must

- Complete every question on side 1 of this form (incomplete forms will be returned)
- Sign and date this form

Attach

- Employee Account Cancellation Notification Letter
- Copy of statement with Waivable Transactions highlighted (must equal amount claimed)
- For claims over \$5,000, proof of reimbursement in cases where the employee was reimbursed but failed to pay the Financial Institution. (Examples of proof would include expense reports or canceled checks.)

ISSUER

This form **MUST** be filed with the Program Underwriter within 180 days of Notification of Termination.

Issuer Information

Member Name _____
Street Address _____
City _____ State _____ Zip _____
Contact Person _____
Contact Phone Number (___) _____
Total Number of Valid Company Accounts _____

Amount of Transactions Submitted by the Company(1)\$ _____
Amount Recovered to Date (2)\$ _____
Total Amount Claimed (Line 1-2)\$ _____

Must Be Equal To or Less Than Amount Claimed by Company (line 1)

(Credit Cards Only:)

Cardholder's Credit Limit \$ _____

Is the Company Responsible for Charges under the Company Agreement? Yes No

Is the Cardholder Responsible for Charges under the Cardholder Agreement? Yes No

Collection Information

Name of Collection Agency _____
Street Address _____
City _____ State _____ Zip _____
Contact Person _____
Contact Phone Number (___) _____
Date Assignment Made ___ / ___ / ___
Date Received Account Cancellation Request ___ / ___ / ___
Date of Account Cancellation on Base ___ / ___ / ___
Date Received the Affidavit of Waiver Claim Form ___ / ___ / ___

Is this Claim the Result of a Lost/Stolen Card? Yes No

If Yes, Date Reported ___ / ___ / ___

Is this Claim the Result of a Bankruptcy/Insolvency? Yes No

If Yes, Date Declared ___ / ___ / ___

(Credit Cards Only:)

Has the cardholder sent a check for payment on this account within the last 12 months which was uncollectible? Yes No

Please refer to the complete description of program requirements in the Visa Liability Waiver Program Client Kit and Program Outline.

Recovery of Funds Certification

I certify that should any amount be recovered by _____ (Financial Institution) or any other source with respect to Waivable Charges, we agree to use these funds to reduce the Waivable Charges and/or the amount of any claim filed with the Visa Liability Waiver Program, or if the claim payment has previously been submitted to us, we shall return such amounts to the Program Underwriter for Visa claims.

I CERTIFY THAT THE ABOVE INFORMATION IS ACCURATE.

Signature _____ Date ___ / ___ / ___

Printed Name _____ Title _____

Claim Processing Checklist

PRIOR TO SUBMISSION

You Must

- Complete every question on side 2 of this form (Incomplete forms will be returned)
- Sign and date this form

Attach

- Account Cancellation Request Proof
- Statement/Print Screens with billing date, balance, and account termination date highlighted
- Detailed Description of Collection Efforts
- Company Agreement with Financial Institution
- Cardholder Agreement with Financial Institution
- For claims over \$5,000, proof of reimbursement in cases where the employee was reimbursed but failed to pay the Issuer. (Examples of proof would include expense reports or canceled checks.)

Please send to: Visa Program Underwriter,
c/o AIG Technical Services
175 Water Street, 5th Floor
New York, NY 10038
Phone: (212) 458-1074
Fax: (212) 458-1048

Note: At any time, Visa and/or its Program Underwriter may request further documentation regarding proof concerning the charges in question.

Visa Liability Waiver Program

**Security and coverage when
providing Visa Commercial and
Business cards to employees**



Security. Coverage. Confidence.



Now you can provide Visa Commercial and Business cards to employees with built-in protection against losses.

The Visa[®] Liability Waiver Program is one of the most valuable core benefits of Visa Commercial and Business cards—offering the security and coverage you need to do business with complete confidence.

The Visa Liability Waiver Program protects you against eligible losses that might be incurred through card misuse by a terminated employee. The program waives certain eligible charges in the event that one of your employees misuses Visa Commercial or Business card privileges.

Visa Liability Waiver Program Benefits:

- Extensive coverage:
 - up to \$100,000 per cardholder if you have five or more valid cardholders
 - up to \$5,000 per cardholder if you have one to four valid cardholders
- Automatic enrollment
- No deductible and no extra cost
- No maximum cap per company
- Coverage of cash advances, officers, and ghost accounts
- Simplified claim procedures

[Open up to Visa Liability Waiver Program details.](#)



Essential Protection for Your Business.

The Visa Liability Waiver Program gives you safeguards and protection that are built right in. That means you can provide employees with Visa Commercial and Business cards with full confidence—and that makes doing business easier and more convenient.

What charges are eligible for coverage?

Waivable Charges

Waivable charges are charges incurred by an employee or other authorized person which:

- do not benefit the company directly or indirectly, or
- benefit the company directly or indirectly when the employee was reimbursed by the company for those charges and failed to pay the financial institution; and
- are the responsibility of the company and/or cardholder for payment to the financial institution.

Charges may be:

- billed up to 75 days before the Notification of Termination Date¹; or
- incurred but unbilled as of the Notification of Termination Date; or
- incurred up to 14 days after the Notification of Termination Date.²

Cash Advances

- Prior to the Notification of Termination Date, cash advances are considered waivable charges as defined; or
- After the Notification of Termination Date, cash advances are considered waivable charges as defined and limited to \$300 per day or a maximum of \$1,000.

Visa Liability Waiver Program Materials

The following items can be photocopied should you require additional materials. Or contact your card-issuing financial institution for additional materials.

Visa Commercial and Business Credit Card Liability Waiver Program Outline

This document details the specifics of the program as it pertains to Visa Commercial and Business credit card charges, outlining permitted waivable charges, obligations of the company and financial institution, and payment of claims.

Visa Business Check Card Liability Waiver Program Outline

This document outlines the program as it pertains to Visa Business check card charges.

Visa Liability Waiver Program Affidavit of Waiver Claim Form

To request a waiver of charges, you must complete the Company section of the Affidavit of Waiver claim form, sign it, and submit it to the card-issuing financial institution.

The following materials provide sample language that you can adapt as needed.

Sample Account Cancellation Request

To comply with Visa Liability Waiver Program obligations, you must send the card-issuing financial institution a letter requesting cancellation of the account. This letter must be sent within two (2) business days of the Notification of Termination Date¹ to remain eligible for the total waiver period.

Sample Employee Account Cancellation Notification Letter

Employers participating in the Visa Liability Waiver Program are obligated to quickly notify former employees, in writing, that their account has been canceled and they no longer have the right to use it. This letter can be sent by first-class mail or fax. You should retain a copy, as it must be attached to your Affidavit of Waiver claim form in the event a claim is filed.

¹ Notification of Termination Date means the date the cardholder gives to his/her employer or receives from his/her employer oral or written notice of immediate or pending termination, or the date the cardholder leaves his/her employer, whichever is earlier.

² Account must be canceled within two (2) business days following the Notification of Termination Date.

Simple requirements for filing a claim

Your company may request that your Visa card-issuing financial institution waives liability for waivable charges when you meet all of the following requirements:

- 1** You terminate, voluntarily or involuntarily, a Visa Commercial or Business cardholder's employment.
- 2** You have one (1) or more valid Visa Commercial or Business card accounts in good standing.
- 3** You request the financial institution to cancel the account³ within two (2) business days of the Notification of Termination Date.⁴
- 4** You deliver to the employee or send by first-class mail or fax a written notice⁵ stating that the account has been canceled, and that the employee should immediately discontinue all use of the card, pay any outstanding amounts, and return the card to your company.
- 5** You complete the Company side of the Affidavit of Waiver claim form, have an authorized official of your company sign it, and return it within ninety

(90) days of the employee's Notification of Termination Date to the financial institution. All claim documents must be filed with the program underwriter within one hundred eighty (180) days from the Notification of Termination Date.

- 6** You include the following documentation with the Affidavit of Waiver claim form when sending it to the financial institution:
 - Copy of the Employee Account Cancellation Notification Letter
 - Description of the waivable charges (e.g., a copy of the account statement with the waivable charges highlighted)
 - Proof of reimbursement (e.g., expense reports or canceled checks) in cases where the employee was reimbursed by the company but failed to pay the financial institution.⁶
- 7** You give prompt written notice to the financial institution in cases where it invoices the employee directly, if you know that an employee is receiving reimbursement for charges but is not paying the financial institution for those charges.
- 8** You remit to the financial institution any amounts recovered for waived charges from any source after filing an Affidavit of Waiver claim form and agree to assign any rights to collect such amounts from the employee to the program underwriter.⁷

³ "Account Cancellation Request"

⁴ If the card is not canceled within two (2) business days, only charges billed for up to 75 days prior to the Notification of Termination Date will be eligible.

⁵ "Employee Account Cancellation Notification Letter"

⁶ For claims of this type over \$5,000

⁷ Once a claim has been paid for a given person, no future claims will be considered.

