

Insurance and Benefits Guide

Visa Novel

Visa NOVEL

Welcome to the world of benefits and insurance of your Visa card. Discover everything your card has to offer and enjoy it even more, knowing you can count on them.

More Convenience

- Global acceptance in over 29 million establishments around the world.
- Access to cash advances thru automatic teller machines.
- Local service 24 hours, 7 days a week.
- Save time managing your account with Mi Banco Online.

Security

- Protection against unauthorized charges.
- Emergency card replacement.
- Protect your credit with Chargegard, an optional credit protection insurance that offers coverage designed to protect the account balance, minimum payment in case of death, involuntary unemployment, disability, dismemberment or extended leaves without salary.

Note on Chargegard:

Chargegard is optional and may be canceled at any time. Banco Popular will not condition our credit decision relating to your application to the purchase of any insurance product from a non affiliate; or your agreement not to obtain an insurance product from a non affiliated institution. The Bank will not reject an insurance presented by you related to your credit transaction as long as said insurance complies with the requirements and standards related to the coverage, financial capacity and service provided by the insurer. Insurance products are not a deposit or other obligation nor are they guaranteed by, the Bank or its affiliates; they are not insured by the FDIC or any other US agency, the Bank or its affiliates.

Mi Banco Online

- Manage your account, make payments and verify balances any time.
- Receive electronic monthly statements with e-statement service. It is good for you and for the environment.

Other Services available through our Customer Service Center (787.758.0505 / 1.800.981.9505)

- Transfer balances between credit card accounts from Popular and other Financial Institutions.
- Request your personal identification number (PIN) to access cash advances in ATM's worldwide.
- Authorize an additional card from your account, when needed.
- Request convenience checks to make payments or transfer balances, subject to availability of funds in the line of credit.

Travel Accident Insurance

Visa Novel offers its cardholders, spouses and dependent children, coverage of up to \$175,000 against accidental bodily injuries that are the only cause of death or mutilation while traveling, boarding or descending a vessel administered by a commercial carrier authorized to carry passengers, as long as the total amount of the ticket has been paid with your card.

To Get Coverage

You obtain coverage by paying the total amount of the transportation ticket(s) with your card to an air, sea or land transportation company, operating under a license for remunerated passenger transportation purposes.

Schedule of Benefits

When such an injury to an insured person results in any of the following losses, the insurance company will pay for:

Death.....	100%
Loss of either hands or feet.....	100%
Loss of one hand and one foot.....	100%
Loss of sight in both eyes.....	100%
Loss of hearing in both ears and speech.....	100%

If the insured person suffers multiple mutilations due to an accident, the insurance company will only pay one benefit amount, whichever is highest, to the applicable loss.

Exposure and Disappearance

When by reason of an accident covered by the policy, the insured person is unavoidably exposed to the elements, and as a result of such exposure, suffers a loss for which indemnity is otherwise payable hereunder, such loss shall be covered under the terms of the policy. If the body of the insured person has not been found within one year of the disappearance, sinking or wrecking of the public conveyance in which the insured person was riding at the time of the accident, it will be presumed that the insured person suffered loss of life resulting from bodily injury caused by an accident at the time of such disappearance, sinking or wrecking.

Exclusion Summary

The policy does not cover any loss, fatal or not, due to, or as a result of:

- Suicide, suicide attempt or self-inflicted injuries;
- Declared or undeclared war;
- Wounds suffered while the insured rides as a passenger on a taxi cab, or is boarding or descending from one;
- Emotional trauma, physical or mental illness, pregnancy, childbirth or abortion, bacterial or viral infection, except when the bacterial infection is caused by the accident or by the accidental ingestion of a bacteria contaminated substance or any other physiological malfunction.

Note: Please refer to the Final Section of Legal Disclosures.

Claims.

Visa Novel offers coverage of up to \$175,000. The claim should be made as soon as reasonably possible by calling toll free 1-800-895-8516 or collect 312-935-3630. A representative will answer any question that the cardholder may have, assist him/her on how to fill the form, and inform him/her of all the required documents needed to complete the claim. If possible, the written claim notification should be submitted within ninety (90) days of the loss.

Car Rental Loss and Damage Insurance

The following summary explains in general terms the Car Rental Loss and Damage Insurance offered to cardholders, at no extra cost, when renting a car from a commercial rental company with the Visa card. The insurance will reimburse you or the rental agency for covered damages as a result of

collision damage on an excess basis over and above any amount due from any other valid and collectible insurance or any other form of reimbursement payable by those responsible for the loss. Covered damages are those amounts, up to \$50,000, per incident, on claims for collision damage to the rented automobile for which you or any other person covered by the policy (for more details, see Covered Individuals section) are/is legally responsible to the rental agency. In no event Visa Novel will be liable beyond the amounts actually paid by either you or the rental agency. Reimbursement will be on an actual cash value basis. The amount of any payable and valid insurance or the sum of \$50 (whichever is highest) will be deducted from the reimbursement's quantity.

To Get Coverage

Initiate and pay the entire rental transaction with your card. If a coupon or voucher of any kind is initially applied toward payment of the rented automobile, at least one day of rental must be charged to your card and you must decline the collision/damage waiver offered by the rental company. You must rent the car under your name and sign the rental contract. The coverage does not apply if you pay for someone else to rent the car.

Covered Individuals

The cardholder, dependent single children under 19 years of age (or 23 if they are full-time students at an accredited institution or university), and his/her spouse, as long as they have been designated as authorized drivers in the car rental agreement.

Countries Where Coverage is Available

Coverage is available worldwide.

Period of Coverage

Coverage begins when you pick up the car and ends when you return it to the rental company. Coverage period will not exceed thirty one (31) consecutive days.

Excluded Rental Vehicles

Herein, we include a partial list of the vehicles that are not covered by this insurance: trucks, recreational vehicles, camping vehicles, pick-up trucks, mini-vans, vehicles designed to accommodate more than eight people, vehicles designed to carry, transport or hold any type of load or property, and vehicles with less than four wheels, off-road vehicles and trailers, antique motor vehicles (meaning those vehicles that are more than 25 years old or any other vehicles that has not been manufactured for 10 years or more). Also vehicles for which the replacement value is over \$50,000, limited edition vehicles, exotic, high performance or collector's, including without any limitations, special interest vehicles or exotic cars, including select BMW, Mercedes Benz, Cadillac and Lincoln models, are not covered. In order to verify if the vehicle you want to rent is covered by this insurance, you can call toll free 1-800-895-8516 or collect 312-935-3630.

Exclusion Summary

Here in, we include a partial list of the policy's exclusion. To inquire about specific situations, you can call toll free 1-800-895-8516 or collect 312-935-3630.

The policy does not cover the following damages:

- Personal injury, personal damage or personal property. In other words, it does not cover you for damage made to someone else's vehicle or his/her property, your property or personal property inside the

vehicle. It does not cover you for damages made to a third party.

- Loss as a result of fraudulent, dishonest or criminal acts, including illegal or smuggling activities.
- Loss that occurred while in violation of the rental contract.
- Loss as a result of a drunk driving (as defined by the laws applicable in the jurisdiction where the loss occurred), or under the influence of narcotics, unless prescribed by a doctor, or by reckless driving.
- Intentional damage or loss of rented vehicle.
- Loss as a result of hostility of any kind, including declared or undeclared war, invasion, rebellion, brawls, civil unrest or confiscation by authorities.
- Loss as a result of hail, lighting, flood, earthquakes, windstorms, water, or any other weather related causes.
- Loss resulting from falling objects, fire, theft or larceny, explosions, malicious mischief or vandalism.
- Depreciation, loss of use or other administrative charges submitted by the rental company.
- Losses by a result of failure to protect the rented vehicle before or after the loss occurred, but not limited to, mysterious disappearance of the rented vehicle's keys, leaving the car unattended while the engine was on, etc.
- Losses that were not reported within a 45-day period, as stipulated in the claim procedure.

Note: Please refer to the Final Section of Legal Disclosures.

Claims

You must report any collision damage within 45 days of incident. You must contact AXA Assistance at 1-800-895-8516 to receive instruction so coverage can be verified and a claim form sent to you. Claims will not be accepted after the first 45 days of the loss. You must inform the incident to the adequate official representative, including the police and the rental company within 24 hours of any damage or loss. Once you receive the claim form, you must complete and submit it to the indicated address along with all the appropriate documentation, including copy of:

- The bank statement that shows the rental agency transaction;
- The car rental contract (both sides);
- The police complaint;
- The initial claim report submitted to the car rental company;
- The paid claim issued by the rental company for the collision damage for which the company holds you responsible;
- Proof of submission for the loss and the results of any deal or applicable denial of the insurance's holder;
- If any other insurance does not apply, a notarized affidavit to those effects and;
- Any other documentation that may be required.

Note: Please refer to the Final Section of Legal Disclosures.

Emergency Travel Assistance

The Emergency Travel Assistance offers assistance services while you are outside Puerto Rico through AXA Assistance, 24 hours a day, 7 days a week, 365 days of the year.

Covered Individuals

Cardholder including the cardholder of additional cards and the cardholder's spouse or partner, who lives at the cardholder's same address while traveling with him/her. The cardholder's

children who are under 19 years of age, and who live at the cardholder's same address while traveling with him/her.

Assistance Services

Included services are described as follows:

Emergency Medical Assistance

Medical services referrals while being abroad, including doctors, hospitals, clinics, ambulance, private nurses, dentists, handicapped services, ophthalmologist, optometrist, pharmacies, contact lenses supplies, and medical aid equipment.

- Referral to a doctor while being abroad if the conditions and the circumstances require so.
- Coordination of admission to a hospital while abroad and if necessary, the guarantee of medical expenses.
- The dispatch of necessary medicines which cannot be found while being abroad.
- Glasses or contact lens replacement, if lost, broken or stolen while being abroad.
- Transfer of lost or forgotten prescriptions when possible by law. AXA shall endeavor to facilitate the transfer from the cardholder's local pharmacy to a pharmacy abroad.

Note: The cost of services, treatments, medicines or medical equipments is your responsibility; some shipping medicine costs or equipment are covered by the service.

Legal Assistance

Lawyer referrals while being abroad. Legal assistance while being abroad if the covered individual is imprisoned or threatened with imprisonment after a car accident.

Personal Assistance

Information on how to get ready for your trip will be provided, including visa and passport information, inoculation requirements for foreign travel, customs information and other regulations. Also, information on exchange rates and taxes, as well as embassy or consulate and interpreter referrals.

- In case of emergency, messages to your relatives, business partners, or friends in your home country and vice versa will be sent.
- Assistance to locate your luggage, in case it gets lost, will be provided.
- Assistance to replace your card, transportation ticket or identity documents will be provided in case they get lost or stolen, so you may return home. In case your return transportation ticket gets lost or stolen, a replacement will be provided. It will be charged to your card, subject to authorization.

Note: Please refer to the Final Section of Legal Disclosures.

Final Section of Legal Disclosures

This brochure is a summary of coverage. This document does not represent or constitute an Insurance Policy and/or an Insurance Contract. The benefits described in this document are subject to all the terms, conditions and exclusions of the Policies issued by the subscribers, which can be modified or amended at any time without notifying cardholders or insured individuals. This document replaces all benefits and/or available coverage descriptions under your Visa card, which have been previously handed to cardholders. Some services hired by Banco Popular, which are not insurances and are offered to you free of charge, may entail additional costs, which

will be your responsibility. (For example: referral to a lawyer is free, but you must pay for the actual consultation or legal service.) If after reading this brochure you have any doubts regarding coverage and services, you can contact the Customer Service Department of the corresponding provider. Following is the contact information for each one of them.

Service	Provider	Contact Information
Travel Accident Insurance of up to \$175,000	AXA Assistance	1-800-895-8516 or collect 312-935-3630
Car Rental Loss and Damage Insurance	AXA Assistance	1-800-895-8516 or collect 312-935-3630
Emergency Travel Assistance	AXA Assistance	1-800-895-8516 or collect 312-935-3630

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