

+bonus gold

# ADDITIONAL SERVICES



Exceptional services that you can enjoy  
anywhere in the world

## ADDITIONAL SERVICES

### 1. emergency card replacement

**Provided through:** MasterCard

**Costs to cardholders:** none

**Description of service:** Replacing lost or stolen cards rapidly, anywhere in the world, at any location convenient to the cardholder.

**Benefits to Cardholders:**

- **Card Delivery:** they can request for new card in case the current one is lost or stolen
- **Convenience:** they can get assistance 24/7 when they are traveling anywhere in the world.
- **Multilingual Service:** Cardholders can obtain assistance in more than 140 languages.
- **Toll-Free Access:** they can reach the help they need by using MasterCard's dedicated toll-free telephone lines in more than 75 countries. The phone numbers have been listed and distributed to hotels, posted on the MasterCard website, published in travel guides, posted on [www.bonuscard.ro](http://www.bonuscard.ro).

#### MasterCard Global Service Toll-Free Telephone Number List

**Asia/Pacific**

American Samoa: 1-1-800-307-7309  
 Australia: 1800-120-113  
 China: 10-800-110-7309  
 Guam: 1-800-307-7309  
 Hong Kong: 800-966677  
 India: 000-800-100-1087  
 Indonesia: 001803-1-887-0623  
 Japan: 00531-11-3886  
 Korea: 0079-811-887-0823  
 Malaysia: 1-800-804594  
 New Zealand: 0800-44-9140  
 Philippines: 1-800-1-111-0061  
 Saipan: 1-800-307-7309  
 Singapore: 800-1100-113  
 Taiwan: 00801-10-3400  
 Thailand: 001-800-11-887-0663

Italy: 800-870-866  
 Liechtenstein: 0800-89-7092  
 Luxembourg: 800-2-4533  
 Monaco: 0-800-90-1387  
 Montserrat: 1-800-307-7309  
 Netherlands: 0800-022-5821  
 Norway: 800-12697  
 Poland: 0-0800-111-1211  
 Portugal: 800-8-11-272  
 San Marino: 800-870-866  
 Spain: 900-97-1231  
 Sweden: 020-791-324  
 Switzerland: 0800-89-7092  
 Turkey: 00-800-13-887-0903  
 United Kingdom: 0800-96-4767  
 Vatican City State: 800-870-866

**Europe**

Austria: 0800-21-8235  
 Belgium: 0800-1-5096  
 Czech Republic: 800-142-494  
 Denmark: 8001-6098  
 Finland: 08001-156234  
 France: 0-800-90-1387  
 Germany: 0800-819-1040  
 Greece: 00-800-11-887-0303  
 Hungary: 06800-12517  
 Ireland: 1-800-55-7378

**Latin America/Caribbean**

Anguilla: 1-800-307-7309  
 Antigua and Barbuda: 1-800-307-7309  
 Argentina: 0800-555-0507  
 Bahamas: 1-800-307-7309  
 Barbados: 1-800-307-7309  
 Bermuda: 1-800-307-7309  
 Bolivia: 800-10-0172  
 Bonaire: 001-800-307-7309  
 Brazil: 0800-891-3294  
 Cayman Islands: 1-800-307-7309  
 Chile: 1230-020-2012

Colombia: 01-800-912-1303  
 Costa Rica: 0-800-011-0184  
 Curacao: 001-800-307-7309  
 Dominica: 1-800-307-7309  
 Dominican Republic: 1-800-307-7309  
 Grenada: 1-800-307-7309  
 Guatemala: 1-800-999-1480  
 Jamaica: 0800-307-7309  
 Mexico: 001-800-307-7309  
 Panama: 001-800-307-7309  
 Peru: 0-800-307-7309  
 Puerto Rico: 1-800-307-7309  
 Saba: 1-800-307-7309  
 St. Eustatius: 1-800-307-7309  
 St. Kitts-nevis: 1-800-307-7309  
 St. Maarten: 1-800-307-7309

Trinidad and Tobago: 1-800-307-7309  
 Turks and Caicos Islands: 01-800-307-7309  
 Venezuela: 0800-1-002902  
 Virgin Islands, British: 1-800-307-7309  
 Virgin Islands, U.S.: 1-800-307-7309

#### **Middle East/Africa**

Bahrain: 8000-0087  
 Cyprus: 080-90569  
 Israel: 180-941-8873  
 South Africa: 0800-990418

#### **US/Canada**

Canada: 1-800-307-7309  
 United States: 1-636-722-7111

For countries not listed above, cardholders can call the following telephone number collect to the United States in the event of an emergency: 1-636-722-7111.

\*Only certain provinces.

Note: Telephone numbers subject to change without notice.

#### **Process:**

**Step 1.** The cardholder calls MasterCard Global Service Center.

**Step 2.** MasterCard Global Service Center determines:

- Cardholder's preferred language
- MasterCard account number or issuer
- Issuer servicing instructions

**Step 3.** MasterCard Global Service Center reaches GarantiBank and forwards/faxes the necessary information.

**Step 4.** MasterCard Global Service Center receives GarantiBank authorization.

**Step 5.** GSR notifies cardholder of authorization and confirms delivery arrangements.

**Step 6.** MasterCard Global Service Center confirms cardholder receipt of Emergency Card Replacement delivery to issuer via fax or e-mail.

## 2. emergency cash advance

**Provided through:** MasterCard

**Costs to Cardholders:** none

#### **Description of service:**

When the cardholder cannot wait for a card replacement, we arrange an emergency cash advance transaction for the cardholder anywhere in the world.

#### **Benefits to Cardholders:**

- Cash Availability: the Emergency Cash Advance program with Western Union provides 150,000 locations worldwide; in addition, advances are available

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- through banks in areas where Western Union does not operate;
- **Convenience:** they can get assistance 24/7 when they are traveling anywhere in the world;
- **Multilingual Service:** Cardholders can obtain assistance in more than 140 languages;
- **Toll-Free Access:** they can reach the help they need by using MasterCard's dedicated toll-free telephone lines in more than 75 countries. The phone numbers have been listed and distributed to hotels, posted on the MasterCard website, published in travel guides, posted on [www.bonuscard.ro](http://www.bonuscard.ro).

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 Malaysia: 1-800-804594  
 New Zealand: 0800-44-9140  
 Philippines: 1-800-1-111-0061  
 Saipan: 1-800-307-7309  
 Singapore: 800-1100-113  
 Taiwan: 00801-10-3400  
 Thailand: 001-800-11-887-0663

#### Europe

Austria: 0800-21-8235  
 Belgium: 0800-1-5096  
 Czech Republic: 800-142-494  
 Denmark: 8001-6098  
 Finland: 08001-156234  
 France: 0-800-90-1387  
 Germany: 0800-819-1040  
 Greece: 00-800-11-887-0303  
 Hungary: 06800-12517  
 Ireland: 1-800-55-7378  
 Italy: 800-870-866  
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 Luxembourg: 800-2-4533  
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 San Marino: 800-870-866  
 Spain: 900-97-1231  
 Sweden: 020-791-324  
 Switzerland: 0800-89-7092  
 Turkey: 00-800-13-887-0903  
 United Kingdom: 0800-96-4767  
 Vatican City State: 800-870-866

#### Latin America/Caribbean

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 Argentina: 0800-555-0507  
 Bahamas: 1-800-307-7309  
 Barbados: 1-800-307-7309  
 Bermuda: 1-800-307-7309  
 Bolivia: 800-10-0172  
 Bonaire: 001-800-307-7309  
 Brazil: 0800-891-3294  
 Cayman Islands: 1-800-307-7309  
 Chile: 1230-020-2012  
 Colombia: 01-800-912-1303  
 Costa Rica: 0-800-011-0184  
 Curacao: 001-800-307-7309  
 Dominica: 1-800-307-7309  
 Dominican Republic: 1-800-307-7309  
 Grenada: 1-800-307-7309  
 Guatemala: 1-800-999-1480  
 Jamaica: 0800-307-7309  
 Mexico: 001-800-307-7309  
 Panama: 001-800-307-7309  
 Peru: 0-800-307-7309  
 Puerto Rico: 1-800-307-7309  
 Saba: 1-800-307-7309  
 St. Eustatius: 1-800-307-7309  
 St. Kitts-nevis: 1-800-307-7309  
 St. Maarten: 1-800-307-7309  
 Trinidad and Tobago: 1-800-307-7309  
 Turks and Caicos Islands: 01-800-307-7309  
 Venezuela: 0800-1-002902  
 Virgin Islands, British: 1-800-307-7309  
 Virgin Islands, U.S.: 1-800-307-7309

#### Middle East/Africa

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 Cyprus: 080-90569  
 Israel: 180-941-8873  
 South Africa: 0800-990418

#### US/Canada

Canada: 1-800-307-7309  
 United States: 1-636-722-7111

For countries not listed above, cardholders can call the following telephone number collect to the United States in the event of an emergency: 1-636-722-7111.

\*Only certain provinces.

Note: Telephone numbers subject to change without notice.

### Process:

**Step 1.** The cardholder calls MasterCard Global Service Center.

**Step 2.** MasterCard Global Service Center determines:

- Cardholder's preferred language
- MasterCard account number or issuer
- Issuer servicing instructions

**Step 3.** MasterCard Global Service Center reaches GarantiBank and forwards/faxes the necessary information.

**Step 4.** MasterCard Global Service Center receives GarantiBank authorization.

**Step 5.** GSR notifies cardholder of authorization and confirms delivery arrangements.

**Step 6.** MasterCard Global Service Center confirms cardholder receipt of Emergency Card Replacement delivery to issuer via fax or e-mail.

## 3. 24 hours world-wide travel assistance

**Provided by:** CHARTIS ROMANIA SA

**Costs to Cardholders:** none

### Description of Coverage:

**1. Medical Assistance** in the event of Accident, Bodily Injury or Sickness covered:

- a) Telephone Medical Advice: CHARTIS ROMANIA SA will assist the cardholder by arranging for the provision of medical advice over the telephone.
- b) Medical Service Provider Referral: CHARTIS ROMANIA SA will provide the cardholder with information about physicians, hospitals, clinics world-wide, for the place where the cardholder is on that moment.
- c) Arrangement of Appointments with Doctors: CHARTIS ROMANIA SA will assist the cardholder by arranging for an appointment with general practitioners or specialized doctors, if medically necessary.
- d) Arrangement for Hospital Admission: If the condition of the cardholder is of such gravity that, in CHARTIS ROMANIA's opinion, has to be hospitalized, CHARTIS ROMANIA SA will assist him by arranging for hospital admissions.

### 2. Emergency Medical Transportation:

In the event of Accident, Bodily Injury or Sickness covered which warrants hospitalization, CHARTIS ROMANIA SA will assist the cardholder by arranging for any required emergency medical transportation, as CHARTIS ROMANIA SA in its sole discretion will decide, by any appropriate air and/or surface transportation available to CHARTIS ROMANIA SA including medical care during medical transportation, communications and all usual ancillary charges incurred in moving the cardholder to the nearest medical facility that is adequately equipped to treat him.

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### 3. Medical Repatriation:

After hospitalization or treatment, if the cardholder is unable to continue his/her journey, CHARTIS ROMANIA SA, in conjunction with the local attending Physician and/or the cardholder's habitual doctor, will organize his return to Romania, country of citizenship and country of residence. If the gravity of the situation so dictates, CHARTIS ROMANIA SA will provide that appropriate medical authorities accompany the cardholder during the return journey.

### 4. Body Repatriation:

If during an Insured Journey a cardholder suffers an Accident covered and dies within the period of the same Insured Journey as result of the respective Accident, CHARTIS ROMANIA SA will organize and pay for, up to the maximum amount stated in the Table of Benefits, the repatriation of the corpse of the cardholder to Romania, country of citizenship and country of residence.

### 5. Reimbursement of Coffin:

If an Insured Person dies during the Journey as result of an Accident covered and the local regulations require that the corpse be transported in a Coffin, CHARTIS ROMANIA SA will organize and pay for the purchase of such Coffin up to the maximum amount stated in the Table of Benefits.

### Specific Conditions:

The Insurance applies only for trips outside the territorial limits of Romania, country of citizenship and country of residence.

The trip has to be for no more than 60 consecutive days counted from the departure date.

The travel expenses including the cost of air, bus or train ticket used to cross the border and/or hotel have to be paid with the MasterCard/Visa Gold credit card. In case of traveling by car the travel expenses include fuel and/or hotel.

### Benefits to Cardholders:

COVERAGE	Sums Insured/Insured Person (in EUR)	
	MASTERCARD GOLD	MASTERCARD PLATINUM
<ul style="list-style-type: none"> <li>• Telephone Medical Advice</li> <li>• Medical Service Provider Referral</li> <li>• Arrangements of Appointments with Doctors</li> <li>• Arrangements for Hospital Admission</li> <li>• Emergency Medical Transportation</li> <li>• Medical Repatriation</li> </ul>	Max. 50,000*	Max. 50,000*
<ul style="list-style-type: none"> <li>• Body Repatriation</li> <li>• Reimbursement of Coffin Expenses</li> </ul>	Max. 5,000 Max. 2,000	Max. 5,000 Max. 2,000

\* Maximum per claim and per insured event shall be limited to EUR 50,000 for MASTERCARD GOLD, while still taking into consideration the above mentioned limits per coverage

### Process:

**Step 1.** In case an Insured Event occurs while traveling, the cardholder has to contact CHARTIS ROMANIA SA, as soon as it is practically and actually possible to do so, at (+4) 021 3017777.

**Step 2.** The cardholder has to identify himself with the following information:

- Policy Number
- Full name
- Birth date
- Type of Credit Card holded (Gold)
- Issuing Bank of the Credit Card
- Contact details
- Short description of the event occurred

**Step 3.** The cardholder will submit to medical examination in respect of any assumed claim that may give rise to a benefit being paid.

**Step 4.** In case the cardholder will pay with his money all the medical expenses, CHARTIS ROMANIA will reimburse him the money only after all the documents will be evaluated.

## 4. travel insurance

**Provided by:** CHARTIS ROMANIA SA

**Costs to Cardholders:** none

### Description of Coverage:

#### 1. Death - Accident:

If during the Journey the cardholder sustains an Accident which directly and independently of all other causes results within the same Insured Journey in Death, CHARTIS ROMANIA SA agrees to pay him the compensation stated in the Schedule.

#### 2. Permanent Partial Disablement – Accident:

If during the Insured Journey the cardholder sustains an Accident which directly and independently of all other causes results within 12 calendar months of the Accident in Disability, CHARTIS ROMANIA SA agrees to pay him the compensation up till the maximum amount of the Sum Insured stated in the Schedule.

#### 3. Emergency Medical Expenses – Accident & Sickness:

If, during the Insured Journey, an Insured Person sustains an Accident, Bodily Injury or a Sickness, CHARTIS ROMANIA SA will cover the necessary usual and reasonable Emergency Medical Expenses incurred immediately after the Insured Event and within the Insured Journey, in excess of the Deductible if applicable, up to the maximum Sum Insured stated in the Schedule.

### Specific Conditions:

The Insurance applies only for trips outside the territorial limits of Romania, country of citizenship and country of residence.

The trip has to be for no more than 60 consecutive days counted from the departure date.

The travel expenses including the cost of air, bus or train ticket used to cross the border and/or hotel have to be paid with the MasterCard/Visa Gold credit card.

In case of traveling by car the travel expenses include fuel and/or hotel.

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### Benefits to Cardholders:

COVERAGE	Sums Insured/Insured Person (in EUR)	
	MASTERCARD GOLD	MASTERCARD PLATINUM
Death - Accident	10,000	10,000
Permanent Partial Disablement - Accident	10,000	10,000
Aggregate Limit of Indemnity per Insured Event per Policyholder	4,000,000	
Emergency Medical Expenses – Accident & Sickness	Max. 50,000	Max. 50,000
• Franchise	50	50

### Process:

**Step 1.** In case an Insured Event occurs while traveling, the cardholder has to contact CHARTIS ROMANIA SA, as soon as it is practically and actually possible to do so, at (+4) 021 3017777.

**Step 2.** The cardholder has to identify himself with the following information:

- Policy Number
- Full name
- Birth date
- Type of Credit Card helded (Gold)
- Issuing Bank of the Credit Card
- Contact details
- Short description of the event occurred

**Step 3.** The cardholder will submit to medical examination in respect of any assumed claim that may give rise to a benefit being paid.

**Step 4.** Documents needed to benefit of the insurance:

- ID/Passport in copy
- Travel ticket in copy
- Copies of all invoices, bills, prescriptions, hospital certificates
- Statement in copy of the Insured Person stating a short description of the event occurred
- If an Accident:
  - Any police reports concerning the accident.
- If a Sickness:
  - Statement of the Physician.

**Step 5.** In case CHARTIS ROMANIA SA agrees that the event (accident or sickness) should be covered by the insurance policy, the cardholder will send to CHARTIS ROMANIA SA the following documents:

- All invoices, bills, prescriptions, hospital certificates in original
- Statement in original of the cardholder stating a short description of the event occurred

**Step 6.** In case the cardholder will pay with his money all the medical expenses, CHARTIS ROMANIA SA will reimburse him the money only after all the documents will be evaluated.

## 5. flight delay

**Provided by:** CHARTIS ROMANIA SA

**Costs to Cardholders:** none

**Description of Coverage:** If, during the Insured Journey, the flight is delayed for more than one hour, CHARTIS ROMANIA SA will reimburse up to the amount stated in the table below for essential purchases, such as meals, refreshments or other related expenses directly resulting from:

- Delay or cancellation of his booked and confirmed flight;
- Denial of boarding due to overbooking on his booked and confirmed flight;
- Late arrival of his connecting flight causing him to miss his onward connection.

### Specific Conditions:

- The Insurance applies only for trips, by plain, outside the territorial limits of Romania, country of citizenship and country of residence.
- The trip has to be for no more than 60 consecutive days counted from the departure date.
- The travel expenses including the cost of air ticket used to cross the border and/or hotel have to be paid with the MasterCard Gold credit card.

### Benefits to Cardholders:

COVERAGE	Suma asigurată/Persoană asigurată (în EUR)	
	BONUS GOLD	BONUS PLATINUM
Flight Delay for more than one hour	Max. 500	Max. 500

### Process:

**Step 1.** In case an Insured Event occurs while traveling, the cardholder has to contact CHARTIS ROMANIA SA, as soon as it is practically and actually possible to do so, at (+4) 021 3017777.

**Step 2.** The cardholder has to identify himself with the following information:

- Policy Number
- Full name
- Birth date
- Type of Credit Card holded (Gold)
- Issuing Bank of the Credit Card
- Contact details
- Short description of the event occurred

**Step 3.** Documents needed to benefit of the insurance:

- ID/Passport in copy
- Travel ticket in copy

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- Copies of all invoices, bills
- Statement in copy of the Insured Person stating a short description of the event occurred

**Step 5.** In case CHARTIS ROMANIA SA agrees that the event should be covered by the insurance policy, the cardholder will send to CHARTIS ROMANIA SA the following documents:

- All invoices, bills in original
- Statement in original of the cardholder stating a short description of the event occurred

**Step 6.** In case the cardholder will pay with his money all the necessary articles, CHARTIS ROMANIA SA will reimburse him the money only after all the documents will be evaluated.

### 6. third party personal liability

**Provided by:** CHARTIS ROMANIA SA

**Costs to Cardholders:** none

**Description of Coverage:** If during the Insured Journey, a claim is made or a suit brought against the cardholder for Medical Expenses as the result of an accident caused by the cardholder and resulting in Bodily Injury to another person, CHARTIS ROMANIA SA will pay the compensation stated in the table below for the damages that the cardholder is legally liable.

**Specific Conditions:**

- The Insurance applies only for trips, by plain, outside the territorial limits of Romania, country of citizenship and country of residence.
- The trip has to be for no more than 60 consecutive days counted from the departure date.
- The travel expenses including the cost of air ticket used to cross the border and/or hotel have to be paid with the MasterCard Gold credit card.

**Benefits to cardholders:**

COVERAGE	Sums Insured/Insured Person (in EUR)
Third Party Personal Liability (Bodily Injuries to Third Parties)	Max. 10,000

**Process:**

**Step 1.** In case an Insured Event occurs while traveling, the cardholder has to contact CHARTIS ROMANIA SA, as soon as it is practically and actually possible to do so, at (+4) 021 3017777.

**Step 2.** The cardholder has to identify himself with the following information:

- Policy Number
- Full name
- Birth date

Type of Credit Card helded (Gold)  
 Issuing Bank of the Credit Card  
 Contact details  
 Short description of the event occurred

**Step 3.** Documents needed to benefit of the insurance:

- ID/Passport in copy
- Travel ticket in copy
- Copies of all invoices, bills
- Statement in copy of the Insured Person stating a short description of the event occurred

**Step 5.** In case CHARTIS ROMANIA SA agrees that the event should be covered by the insurance policy, the cardholder will send to CHARTIS ROMANIA SA the following documents:

- All invoices, bills in original
- Statement in original of the cardholder stating a short description of the event occurred

**Step 6.** In case the cardholder will pay with his money all the necessary articles, CHARTIS ROMANIA SA will reimburse him the money only after all the documents will be evaluated.

## 7. free access in Otopeni Airport and Cluj Airport Business Lounges

**Provided through:** Otopeni Airport and Cluj Airport

**Costs to Cardholders:** none

**Description of Coverage:** The cardholders can benefit of free access into Otopeni Airport and Cluj Airport Business Lounges while traveling by airplane.

**Process:**

**Step 1.** The cardholder will enter into Otopeni Airport and Cluj Airport Business Lounges while waiting for his flight.

**Step 2.** At the entrance the cardholder will have to present the Gold credit card issued by GarantiBank together with his boarding pass.

**Step 3.** The personal of Business Lounge will insert one voucher in the imprint machine for each cardholder. The vouchers will be printed in 3 samples.

**Step 4.** On the voucher they will register all the information embossed on the GarantiBank card, plus the time of cardholder's entrance.

**Step 5.** They will give to the cardholder one sample of the voucher, confirming his entrance in the Business Lounge.

**Step 6.** Inside of Business Lounge the cardholder will benefit of:

- Coffee, milk, tea, refreshments, alcohol, mineral water, natural water
- Snacks, chips, chocolate peanuts, biscuits, national and international papers, shops
- Free access to internet
- Access to fax, cable TV national and international.