

U.S. Bank National Association: Travel Assistance

The Travel Assistance Centre is a central source for: • emergency assistance • claims assistance • international travel information. The Travel Assistance Centre is not: • an insurance company • a travel company • a direct provider of medical or legal services

ELIGIBLE USERS: The Travel Assistance Centre provides the benefits described in the following sections to Corporate Card/One Card Cardholders. Corporate Card/One Card credit card accounts may include Corporate Card, U.S. Dollar Card Corporate Card, or One Card.

ACCESS: The Travel Assistance Centre operates 24 hours, every day. Service is available in many languages. The Centre accepts calls without charge to you via a 1-800 number, where available, or by accepting your call, Collect, from virtually anywhere in the world. The numbers are:

In Canada and the U.S.: 1-800-847-2911
All other locations (Collect): (303) 967-1096

At the time of this printing, The Travel Assistance Centre is unable to provide service due to local conditions in Afghanistan, Belize, Bosnia, Bhutan, El Salvador, Guyana, Kampuchea, Lebanon, Liberia, and Somalia. The Travel Assistance Centre may designate other countries from time to time.

IDENTIFICATION: To use most Travel Assistance Centre services, you must identify yourself as a Corporate Card/One Card Cardholder. If you have your card number, be prepared to give it to the Travel Assistance Centre Representative. If you have lost your card, you may be asked to provide other information to help The Travel Assistance Centre ensure that you are eligible for the service and to avoid possible fraudulent access to your card account.

RESPONSIBILITY: The Travel Assistance Centre provides the benefits described in this document, as long as your account is in good standing and you properly identify yourself as a Corporate Card/One Card Cardholder. The trained representatives at The Travel Assistance Centre will exercise their best efforts on your behalf. In cases where appropriate, they will utilize the resources of Insurers, Visa Member Financial Institutions, Medical, Legal, or Travel Professionals, and other outside parties to assist you. The Travel Assistance Centre cannot accept responsibility for the actual performance of any person or company brought into the situation on your behalf.

EMERGENCY MESSAGE SERVICE: The Travel Assistance Centre provides an emergency telephone message service for you when you have unexpected changes in travel plans or when other circumstances make it difficult to contact family, friends, or associates. You can leave an

emergency message with The Travel Assistance Centre and ask the Centre to attempt to reach the intended person by telephone, to pass along your message. As an alternative, you can instruct the intended person to check The Travel Assistance Centre for messages from you. Your family, friends, or associates can also leave emergency messages for you with The Travel Assistance Centre. There is no extra charge for this service.

PRESCRIPTION ASSISTANCE: If you are away from home and have an unexpected need for prescription medication, call The Travel Assistance Centre with as much information as you can provide (such as name of the medication, whether you have an existing prescription for it at home or at a pharmacy near your home, and name of your doctor). The Travel Assistance Centre will attempt to have the prescription filled at a pharmacy near your current location. The cost of filling the prescription will be processed as a purchase to your card account.

VALUABLE DOCUMENTS DELIVERY: If you have left valuable documents behind (such as Passport, Visa, Birth Certificate, or Driver's License), The Travel Assistance Centre can arrange to have them delivered to you by courier, provided there is someone at your home or office to locate the documents. Courier expenses are your responsibility; they may be charged to your card or paid directly by you on receipt of the package, depending on the arrangements offered by the particular courier company serving your location.

LOST OR STOLEN CARD REPORTING & REPLACEMENT: If you have lost your card and cannot call the Lost/Stolen Card number shown on the back of your card, you can call The Travel Assistance Centre. The Centre will accept your report and will assist in making arrangements for a replacement card to be issued to you.

EMERGENCY TICKET/LOST TICKET: If you lose your airline, train, bus, ship, or other "COMMON CARRIER" ticket, The Travel Assistance Centre can arrange for a replacement to be available for you at a terminal or ticket office. The cost of the replacement ticket will be processed as a purchase to your card. The Travel Assistance Centre will also help you with Lost Ticket Reimbursement procedures, if you require it, at no charge.

DELAYED/LOST LUGGAGE ASSISTANCE: If your luggage is lost by a carrier (such as an airline, train, bus, or ship), and the carrier is unable to locate your luggage after you request them to do so, you can call The Travel Assistance Centre for extra help. The Centre can arrange for replacement items to be sent to you, provided there is someone at your home or office to locate and pack the items. If you require Emergency Cash as a result of lost or delayed luggage, The Travel Assistance Centre can arrange to have a cash advance processed to your card, if allowed on your account, and to have the cash delivered to you. The cost of sending replacement items will be your responsibility. If you are traveling by air and your checked luggage is delayed for more than four hours, you may be eligible to purchase essential clothing and toiletries and receive reimbursement as outlined in the Emergency Purchases Insurance Certificate. You should call The Travel Assistance Centre if you wish to make a claim under this insurance.

LEGAL ASSISTANCE & BAIL: If you are arrested or detained, involved in an automobile accident, commit a civil or criminal offense, or otherwise are in need of legal assistance, The Travel Assistance Centre will provide you with the name(s) of local attorneys, Canadian Embassies, or Consulates. The final selection of any legal service provider is your right and responsibility. In such a case, The Travel Assistance Centre will maintain contact with you until you have obtained adequate counsel. If you request it, The Travel Assistance Centre will establish and maintain communication with your relatives, friends, or business associates. If you do not have sufficient funds to arrange a bail bond or pay other legal expenses, The Travel Assistance Centre can process a cash advance, if allowed on your account, to your card account and transmit the funds as requested. The information and assistance described are provided at no extra cost to you. Any costs associated with legal counsel, fines, bail, court costs, or damages, are your responsibility.

INSURANCE CLAIMS ASSISTANCE: The following insurance plans are included with your program.

- Emergency purchases insurance
- Auto rental collision/loss damage insurance
- Common carrier travel accident insurance
- Hotel & motel burglary insurance
- Missed Connection, denied boarding, & flight departure delay insurance

Should you require any information regarding claims under these insurance plans, call The Travel Assistance Centre.

PRE-TRIP INFORMATION: You are invited to call The Travel Assistance Centre for information which may be of assistance in planning a trip. Available information for most countries includes:

- health precautions as specified by the World Health Organization
- weather reports for major cities
- currency rates of exchange
- immunization & Visa requirements
- information regarding the availability of specialized medical equipment, facilities, and supplies

There is no charge to call The Travel Assistance Centre. You may telephone The Travel Assistance Centre at:

In Canada and the U.S.: 1-800-847-2911

All other locations (Collect): (303) 967-1096

Questions and Answers on U.S. Bank Visa Corporate Card/One Card Travel Assistance Centre

1. Q. What is The Travel Assistance Centre?

A. The Travel Assistance Centre is a central source for assistance and information.

2. Q. Who can use The Travel Assistance Centre?

A. You, as a Corporate Card/One Card Cardholder, have full privileges to take advantage of the services offered by The Travel Assistance Centre.

3. Q. What does The Travel Assistance Centre do?

A. The Centre provides assistance and information to Corporate Card/One Card Cardholders by:

- operating 24 hours, every day of the year
- accepting your telephone calls toll-free via 1-800-847-2911 and/or accepting Collect Calls (303) 967-1096 from virtually anywhere in the world (see list of access exclusions)
- providing multilingual, trained representatives to answer your call and take appropriate action
- provide reference(s) of local attorneys and travel authorities to the cardholder while travelling
- using the worldwide network of Visa member financial institutions to help provide prompt assistance when needed
- providing assistance to Corporate Cardholders in making claims with certain of the insurance companies who provide coverage under the U.S. Bank Visa Corporate Card/One Card Program

4. Q. Do I have to pay for service provided by The Travel Assistance Centre?

A. Not in most cases. The basic services (such as 24-hour toll-free lines answered by multilingual representatives) are provided at no extra cost to you. In some cases where particular expenses are incurred on your behalf, you will be expected to pay these costs. Such circumstances are described in more detail in the certificate above. They include items such as courier costs for forgotten valuable documents, the cost of replacing prescriptions, and costs for legal counsel or bail.

5. Q. How do I decide whether to call my Card Centre or The Travel Assistance Centre?

A. Your Card Centre is the place to call for information on your card account and for general information about the overall program.

As the issuer of your card, your Card Centre's special Lost/Stolen Card number is also your first choice to call if you lose your card. The Card Centre can take the fastest action to protect your account against fraudulent use and to issue a new card. (If you cannot call this special number for any reason, you can call The Travel Assistance Centre to report your card as Lost or Stolen.

The Travel Assistance Centre is the place to telephone for emergency assistance, while away from home, involving medical, legal, or travel problems, delayed or lost luggage, emergency cash, travel ticket replacement, and forgotten prescriptions or documents. The Travel Assistance Centre is also your primary contact for claims assistance, when you need to claim on certain of the insurance policies under the U.S. Bank Visa Corporate Card/One Card Program.

International travel information and 24-hour emergency message services are also provided by The Travel Assistance Centre.