

Extended Warranty Protection

Extend your product's warranties automatically

When you use your covered TruMark Financial® Credit Union Visa® credit card for your eligible purchase, Extended Warranty Protection will extend the terms of the manufacturer's warranty up to one additional year on eligible warranties of three years or less. Plus – no more hunting through your file drawers for warranties and receipts – simply register your products and the Benefit Administrator will keep your information handy.

Easy product registration and claim process

When you make a purchase, you can register your product online at www.cardbenefitservices.com or call the Benefit Administrator at 1-800-551-8472 (outside the U.S., call collect: 1-303-967-1096)– that way the Claim Center will have all the pertinent information readily available should you need to file a claim later.

Please keep in mind you will want to read the full [Terms and Conditions](#) provided in your Guide to Benefits for further details including restrictions, limitations and exclusions. In order for coverage to apply, you must use your covered TruMark Financial Visa credit card to secure transactions.

Below you will find answers to the most commonly asked questions about the benefit.

Q: How does the warranty work?

A: It doubles the original term (up to an additional year on eligible warranties of three years or less). So, for example, if the original warranty was for six months, the benefit will extend it for an additional six months; if the original warranty was for 24 months, the benefit will extend it for up to an additional 12 months. There is a per item maximum of \$10,000 and a per cardholder maximum of \$50,000.

Q: What are the limitations?

A: You will want to read the full Terms and Conditions, but here are some examples: the item must be purchased with your covered TruMark Financial Visa credit card, and the warranty extension is for U.S. warranties only. Some items are excluded from coverage, such as motor vehicles, real estate, computer software, medical equipment, and items that are pre-owned or used.

Q: Are purchases that I make outside of the United States covered?

A: Yes, as long as you use your covered TruMark Financial Visa credit card for the purchase and the eligible item has a valid original manufacturer's written U.S. repair warranty of 36 months or less, store purchased dealer warranty, or assembler warranty.

Q: What are the timelines for filing a claim?

A: You must notify us within 60 days of the failure, and submit your completed Claim Form within 90 days of the failure.

Q: What paperwork do I need to submit with my claim?

A: In addition to the Claim Form, you will need the following:

- An itemized sales receipt for the purchase – if you don't have this, the store where you made the purchase can usually print a duplicate receipt for you.
- Your covered TruMark Financial Visa credit card billing statement showing the purchase – your bank can usually make a copy for you.
- A copy of the original manufacturer's warranty – a copy can usually be downloaded and printed from the manufacturer's website.
- They may ask you to provide additional information, such as a repair estimate. They will walk you through any additional paperwork that is needed.

Q: How long does it take for a decision to be made on a claim?

A: Once the Administrator has all the paperwork from you that they need, they will make a decision within five business days. The Administrator will send you a notification of their decision, and if the claim is approved, they will repair or replace the item – or they may reimburse you for up to the original purchase price.