

# PROTECT YOUR ONLINE PURCHASES WITH RMB PRIVATE BANK PURCHASE PROTECT

Purchase protect offers cover for items purchased using your RMB Private Bank Virtual Debit, Credit or Fusion Card. The cover is limited to tangible items only such as furniture and personal items including clothing, cellphones and laptops.

## CONDITIONS FOR COVER

- Have a valid RMB Private Bank Virtual Debit, Credit, or Fusion Card
- Purchase items using your RMB Private Bank Virtual Debit, Credit or Fusion Card online or in-store

## WHAT YOU ARE COVERED FOR?

- ✓ Theft, fire, lightning and explosion
- ✓ Acts of nature
- ✓ Loss or damage caused by leaking, bursting of water heating systems and pressurised pipes
- ✓ Accidental damage
- ✓ Power surge
- ✓ Items damaged during transportation
- ✓ Accidental loss of items

## INFORMATION FOR VALIDATION

- × Case number for all theft claims
- × ITC/Blacklisting report for stolen or irreparable cellphones
- × Invoice/proof of purchase may be required

## WHAT YOU ARE NOT COVERED FOR?

- × Items purchased using your physical RMB Private Bank Debit, Credit or Fusion Card
- × Items not used in a way that it was originally intended for
- × Software/data recovery related claims
- × Defects from manufacturer
- × Items lost in transit
- × Consequential or indirect loss
- × Money, documents and airtime/data vouchers immovable property, vehicles and petrol are excluded

## LIMITATIONS

- One claim per item
- Max payout of R15 000 per event

## WHAT ARE THE COVER LIMITS PER CARD?

RMB Private Bank	R15 000
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## HOW TO CLAIM

[purchaseprotectclaims@fnb.co.za](mailto:purchaseprotectclaims@fnb.co.za)  
R500 minimum claim amount.

