



PURCHASE PROTECT

Frequently Asked Questions

Understanding what purchases are covered by your RMB Private Bank Virtual Debit, Credit or Fusion Card.

PURCHASE PROTECT FAQS

RMB Private Bank Purchase Protect is a value-added benefit for items purchased with your RMB Private Bank Virtual Debit, Credit or Fusion Card which covers your items against theft or damage.

1

Is there any cost to me?

There is no additional cost. It is an embedded benefit on your RMB Private Bank Virtual Debit, Credit or Fusion Card.

2

Which RMB Private Bank cards don't provide purchase protect cover?

All purchases made instore or online with your physical card.

3

What is the maximum amount that I will be covered for?

You will be covered for a maximum pay out amount of up to the specified limits linked to your card. The pay-out amount can be less than the limit and will be verified based on the actual transaction amount of the item at the time of purchase.

4

What items are covered under the purchase protect benefit?

Items which will be covered include but are not limited to electronic items, furniture, sports equipment, jewellery, clothing and any other tangible item up to the value of R15 000.

Cover limits per card is

RMB Private Bank	R15 000
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5

What events can I submit a claim against the purchase protect benefit?

You are covered for any loss or damage to your item due to the following events

- ✓ Theft, or any attempted theft
- ✓ Fire, lightning and explosion
- ✓ Acts of nature: Storm, wind, water, hail or snow damage and damage caused from earthquakes and tremors
- ✓ Loss or damage caused by leaking, bursting or overflowing of water heating systems, water supply tanks, cisterns and pressurised water pipes
- ✓ Accidental damage
- ✓ Power surge
- ✓ Items damaged during transportation due to overturning, derailment or collision after you have taken possession of the item

6

What am I not covered for under purchase protect?

You will not be covered for loss or damage to your items due to the following events

- × Items not used in a way that was originally intended
- × Items purchases using your physical RMB Private Bank Debit, Credit or Fusion Card
- × Software/data recovery related claims
- × Defects from the manufacturer
- × Lost or damaged items while in the transit from the store by a registered courier company
- × Consequential or indirect loss
- × Loss of an item, unless stolen
- × Money, documents and airtime/data vouchers

7

Am I covered for purchases done online?

Online purchases and in-store purchases are covered provided you use your RMB Private Bank Debit, Credit or Fusion Card.

Cover limits per card is

RMB Private Bank	R15 000
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8

Will my items be repaired or replaced if damaged or lost?

Your items may be repaired, replaced or you will receive a refund directly into the account you used to purchase the item.

9

If my item has an existing warranty or guarantee will the purchase still be covered?

Your product or manufacturer warranty or guarantee takes preference and should be claimed from first.



10

Will the policy cover any interest accrued or charged on the items I have purchased?

The policy will not cover any interest due by you on an item purchased on your credit card over a period of time i.e. budget.

11

What documents will be required to put in a claim?



In the event of a theft: you will be required to provide a police case number.



Cell phone: you will be required to provide an ITC/ Blacklisting report for a stolen or irreparable cell phone.



Other purchases: you may be required to provide an invoice/proof of purchase.

12

When and how many times can I submit a claim?

You are covered for a period of 30 calendar days after the purchase of an item. Additionally, you can only claim three times within any 12-month rolling period.

13

Inflation, dishonesty or fraud

If you submit a claim, or any information or documentation relating to any claim that is in any way fraudulent, dishonest, inflated or exaggerated, we will reject the entire claim and cancel your policy retrospectively, from the date on which the incident has been reported, or from the actual incident date, whichever date is the earliest. We reserve the right to take further action if required.

14

How do I log a claim?

You will be required to log a claim via email to purchaseprotectcalims@fnb.co.za and an agent will get back to you accordingly.



TALK TO US

We realise that undertaking transactions or raising capital in Africa can be a daunting task, which is why potential investors need a reliable, on-the-ground financial services partner who understands the unique challenges and regulatory frameworks of doing business in Africa. RMB is that partner.

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If you would like to apply or find out more about RMB Bank please connect with us:

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