



## Changes to your David Jones Credit Card complementary insurances effective from 13 July 2024

### Frequently Asked Questions (FAQs)

#### Do I still have insurance cover on my David Jones American Express Card?

Yes, you will continue to be covered for all eligible purchases made on your David Jones American Express Card before the Transition Date on 13 July 2024, regardless of whether you transfer to Latitude or cancel your David Jones American Express Card. The other eligibility requirements and exclusions under the policy still apply.

#### Will I still have insurance cover for purchases made on my David Jones American Express Card if I migrate to the new Latitude Mastercard?

Yes, you will continue to be covered for all eligible purchases made on your David Jones American Express Card before the Transition Date on 13 July 2024, regardless of whether you transfer to Latitude or cancel your David Jones American Express Card. The other eligibility requirements and exclusions under the policy still apply.

For purchases made on the Latitude card after the Transition Date on 13 July 2024 you will need to review the insurance policy provided by Latitude, which can be located on the David Jones website.

- For purchases made on your David Jones American Express Card prior to the Transition Date on 13 July 2024, your current insurance program provided with your David Jones American Express Card continues to apply even if that claim event occurs after the Transition Date on 13 July 2024
  - [David Jones American Express Card](#)
  - [David Jones American Express Platinum Card](#)
- For purchases made after the Transition Date on 13 July 2024 to Latitude, please refer to Latitude's insurance program, which can be located on the David Jones website.

Latitude's insurance terms differ to the terms of the insurance policy that accompanies your David Jones American Express Card. Please familiarise yourself with the detail and direct any questions to LFS.

#### How to make a claim?

For claims relating to purchases made on your David Jones American Express Card prior to the Transition

Date on 13 July 2024, please call the Chubb Claim Centre on +61 2 9335 3492.

For claims relating to purchases made after the Transition Date, you may log on to <https://au.mycardbenefits.com> or send a notification to AIG to obtain a claim form or call AIG on +61 3 95224111.

### What will I need to submit a claim on my David Jones American Express Card?

When making a claim you will need to provide:

1. Your contact information including your name, date of birth, email address or alternative contact information, which allows us to give you updates on your claim status or contact you for additional information.
2. Your statement of account. If you don't have this, then details on the transaction including;
  - a. Transaction Type
  - b. Merchant (if known)
  - c. Approx Transaction Date (if known)
  - d. Name of the Card product you held
  - e. Approx value
3. Supporting documents, which may include any relevant proof that you have purchased an eligible Item using your David Jones American Express Card, receipts, or other proof of expenses.