



Credit Protection Program Agreement

Your quick and easy guide to using your Credit Protection Program.

About Your Credit Protection Agreement

Thank you for purchasing the Credit Protection Program (“Program”). Your enrollment is now active. You’ll have peace of mind knowing your account is protected should the unexpected strike.

The Program is optional. Whether or not you purchase the Program will not affect an application for credit or the terms of any existing account. This Credit Protection Agreement (“Agreement”) will help you understand the features and benefits of the Program.

What is Credit Protection?

This Program will cancel debt owed on your account (see below for details) if one of the Qualifying Events happens to you, the primary cardholder (“you” or “your”).

The term **Qualifying Event** means Involuntary Unemployment, Disability, or Loss of Life. Please note that an authorized user or a joint cardholder is not eligible for benefits under this Program.

Benefit Amount

Involuntary Unemployment & Disability

For involuntary unemployment and disability events, the benefit amount that can be cancelled is the **Minimum Payment Due, as shown on the billing statement.**

For involuntary unemployment or disability, you may be eligible for up to a maximum of six (6) benefit payments. The total amount eligible for cancellation during the entire benefit period is the balance on your account at the time that the Qualifying Event occurred.

Loss of Life

For loss of life, the outstanding balance as of the date of death, up to \$10,000, may be cancelled. Charges made to your account after the date of the Qualifying Event are excluded.

During a Benefit Period

During a benefit period, your account will be closed and you may not use your account for any purpose including purchases, cash advances or payments to third parties.

When your benefit period ends, the ability to use your account will be automatically reinstated. If your account is over limit, past due, closed or blocked for reasons not related to the benefit period, your account use privileges may not be reinstated when your benefit period ends.

How Much Does It Cost?

The fee for this Program will be billed monthly to your Credit One Bank credit card account, and will appear on your statement. The fee is based on your monthly billing statement New Balance, up to \$10,000. The cost of Credit Protection is \$0.96 (96 cents) for each \$100, or part thereof, of the New Balance on your monthly billing statement.

For example, if the New Balance on your statement is \$300, the cost for that month would be \$0.96 (96 cents) multiplied by 3 for a total of \$2.88. If your balance is zero, then there is no cost.

? Questions?

Call: 1-866-803-1745

Visit: CreditOneCreditProtection.com

Involuntary Unemployment

? Unemployed?

If you lose your job involuntarily and are out of work without an income, you may request benefits under this Program.

Call: 1-866-803-1745

Visit: [CreditOneCreditProtection.com](https://www.creditonecreditprotection.com)

We'll provide a benefit request form for you to complete.

An approved benefit amount will show on your credit card billing statement as a Credit Protection Program benefit/credit amount.

Involuntary Unemployment Customer Requirements

To qualify for a benefit due to involuntary unemployment, you must:

- be enrolled in the Program for a minimum of 30 consecutive days before your unemployment begins;
- be unemployed due to a layoff, a union-based strike, lockout or similar action or company shutdown (in the event of a strike, labor dispute or lockout, a union representative must sign a form specifying the situation);
- notify us within 365 days after the first date of unemployment;
- have been working at least 20 hours per week for a minimum of 30 days at the time of unemployment;
- qualify for State, Washington, D.C., or U.S. Territories unemployment benefits or be signed up with a recognized employment agency;
- complete and return any forms required by us as the proof of unemployment; and
- meet all requirements, as determined by us, applicable to your circumstances as described in this Agreement.

You will not qualify for involuntary unemployment benefits if:

- your date of unemployment is prior to your purchase effective date;
- you lost your job for any reason within 30 days following your purchase effective date;
- you voluntarily forfeit your employment salary, wages or employment income;
- you resign or quit;
- your unemployment is due to retirement;
- your employment is terminated for cause, meaning violation of established company policy or willful or criminal misconduct;
- your loss of income is caused by illness, disease, accident or injury; however you may qualify for disability benefits (see the Disability section for details); or
- you have not been back to work for at least 20 hours per week for a minimum of 30 days since the end of a previously completed benefit period.

Disability

? Disabled?

If you become disabled, you may request a benefit under this Program.

Call: 1-866-803-1745

Visit: [CreditOneCreditProtection.com](https://www.creditonecreditprotection.com)

We'll provide a benefit request form for you to complete.

An approved benefit amount will show on your credit card billing statement as a Credit Protection Program benefit/credit amount.

Disability Customer Requirements

To qualify for a benefit due to disability, you must:

- be enrolled in the Program for a minimum of 30 consecutive days before your disability begins;
- be unable to perform the material and substantial duties of your occupation, or;
- be unable to perform the normal activities of a person of like age if you are not gainfully employed;
- be under the care of a licensed doctor or a licensed health care practitioner who will verify your disability, and who is not a family member;
- notify us within 365 days after the first date of disability;
- complete and return any forms required by us as proof of disability; and
- meet all requirements, as determined by us, applicable to your circumstances as described in this Agreement.

You will not qualify for disability benefits if:

- your date of disability is prior to your purchase effective date;
- you became disabled within 30 days of your purchase effective date; or
- you have not been back to work or normal activities for at least 30 days since the end of a previously completed benefit period.

Loss of Life

? Requesting Life Benefits?

If you pass away, your survivors and/or estate may request a benefit under this Program.

Loss of Life Customer Requirements

To qualify for a benefit due to loss of life:

- you must be already enrolled in the Program before the death occurs;
- the legal representative of your estate or a family member must notify us within 365 days after the date of death;
- we may request a copy of the death certificate; if we do so, your estate or a family member must complete and return the forms required by us; and
- all requirements must be met as determined by us, applicable to your circumstances as described in this Agreement.

Call: 1-866-803-1745

Visit: CreditOneCreditProtection.com

We'll provide a benefit request form to be completed by your surviving spouse, family member, or legal representative of your estate.

An approved benefit amount will show on your credit card billing statement as a Credit Protection Program benefit/credit amount.

How to Request Benefits

Contact Us

You can request benefits after you enroll in the Program and meet the criteria for one of the Qualifying Events described in this Agreement.

Call us or visit us online. When you contact us we will request some basic information and may be able to approve you for a courtesy benefit for up to 30 days. Then we will mail a benefit request form to you (allow 5 to 7 days to receive the form in the mail). Just follow the steps on the form and send it back to us.

While your benefit request is being processed, please remember to keep paying any amount owed on your account.

Call:

1-866-803-1745

Monday through Friday, 9:00 a.m. to 8:00 p.m.
Eastern Time

Visit:

CreditOneCreditProtection.com

Online service anytime

Mail:

Credit Protection Program Customer Care Team
PO Box 740237
Atlanta, GA 30374-0237

Frequently Asked Questions

Q: What if I am already unemployed or disabled?

A: If you are already disabled or unemployed at the time of your purchase effective date, then you will not be able to receive benefits for that period of disability or unemployment. If later you experience another period of disability or unemployment while enrolled in the Program, then that event may qualify.

Q: How will the Monthly Program Charge be billed?

A: Billing will begin on the first statement after your free 30 day review period. The Program charge will be billed to your account monthly at a rate of \$0.96 (96 cents) per \$100, or part thereof, of the New Balance on your monthly statement. The maximum charge per month is based on the monthly statement New Balance (no greater than \$10,000).

Q: How soon after I enroll can I request benefits?

A: You may request benefits after an initial 30-day waiting period from the purchase effective date of your enrollment in the Program for Disability and Involuntary Unemployment. There is no waiting period for the Loss of Life benefit.

Q: How do I request Program benefits?

A: To request a benefit as soon as possible, simply call us between 9 a.m. and 8 p.m. ET at 1-866-803-1745, or visit us online at CreditOneCreditProtection.com anytime.

Q: Are there requirements when asking for Program benefits?

A: Yes. You must: A) qualify for the benefit based on the criteria in the Credit Protection Program Agreement; and, B) complete and supply us with any verification information/forms we request from you.

Q: Can I request benefits under this Program if someone else experiences Disability, Involuntary Unemployment or Loss of Life?

A: No, only the primary cardholder is covered and eligible for Program benefits.

Q: After I enroll, can I cancel?

A: Yes, you may cancel your enrollment at any time. Please review the enclosed Agreement. If you are not completely satisfied with all the benefits, limitations and exclusions, and you cancel within 30 calendar days of your purchase effective date, then you will not be billed.

Additional Terms & Conditions

This Agreement contains all of the terms applicable to the benefits. This Program will apply to your account as long as you pay the monthly fee, which will be shown on your monthly billing statement. Under this Agreement, benefits specifically apply to the primary cardholder on this account. Protection is not applicable to a joint cardholder or an authorized user on the account. Your selection of this optional debt cancellation program in no way affects your application for credit. Nor does it affect any existing credit agreement you have with us. Only residents of the United States and U.S. Territories are eligible to purchase the Program.

Protection Provided

We will provide Program benefits for the three (3) Qualifying Events (involuntary unemployment, disability, and loss of life) as outlined in this Agreement when they are experienced by the primary cardholder, as long as the Program requirements are met. As long as you maintain this Program on your account and pay the applicable fee, you can use the Program as many times as needed, subject to conditions outlined in this Agreement.

General Limitations

To qualify for benefits your account must be open or closed with a balance. And, you must be enrolled in the Program at the time you request benefits.

Receiving Benefits

To receive benefits, you will need to take action by notifying us. You may be granted a courtesy benefit for up to 30 days while you fill out and return any requested paperwork to be eligible to receive additional benefits. If approved, the benefit amount will be shown on your monthly billing statement as a credit. We will also send you a letter letting you know that you have been approved. In some cases, a benefit may be denied. In these cases, you will receive a letter which will explain why you were not eligible to receive benefits at that time. In some cases, we may simply need additional information to continue the review process.

While awaiting word from us on your benefit request, you need to continue making your monthly Minimum Payment Due on your account and pay down late and over credit limit amounts.

You may, if you wish, make payments during the benefit period to reduce your account balance; these payments will not be refunded to you.

During a benefit period, the monthly Program charge and any late payment fee that may be incurred during the benefit period will be waived. If your annual membership fee is billed monthly, the amount due during the benefit period will also be waived. If your annual membership fee is billed annually and becomes due during the benefit period, assessment of this fee will be postponed. Assessment of these fees (as applicable) will resume after the benefit period ends. During the benefit period, periodic finance charges (interest) will continue to accrue on unpaid balances and will be posted to your account in accordance with your credit card Cardholder Agreement.

When A Benefit Ends

For a disability or involuntary unemployment benefit, your benefit will end upon the occurrence of any of the following:

- you no longer meet the qualifications for benefits;
- failure to provide the benefit request form by the date required;
- after we have cancelled 6 benefit payments;
- the account balance at the time of the Qualifying Event is cancelled in full;
- if you request to have your benefit ended;
- if you voluntarily cancel enrollment in the Program while receiving benefits;
- if Credit One Bank no longer owns the account; or
- we discover that you misrepresented to us any information pertaining to your qualifying event.

When your benefit ends, regardless of the reason, you will again be responsible for making payments on your account in accordance with your Cardholder Agreement.

Ending the Program

You may end the Program at any time by calling us at 1-866-803-1745. You will be able to reach us Monday through Friday from 9:00 a.m. to 8:00 p.m. Eastern Time. We will end this Program automatically with no advance notice to you if:

- your account is involuntarily closed for any reason;
- your account becomes 60 days past due;
- your account is over limit by 20% or more;
- Credit One Bank no longer owns the account;
- we determine or have a reasonable belief that you have committed fraud on the account; or
- you are approved for participation in one of our debt management programs.

We may end this Program if we decide to discontinue offering this Program to all Program participants for any reason. If this occurs, we will notify you.

If you voluntarily close your account and still have a balance, your enrollment in the Program and Program charges will continue unless you or we cancel your Program enrollment. When your account is paid in full and you close your account, your enrollment in the Program will be cancelled automatically.

Automatic Reinstatement of Program Enrollment

If your account becomes 60 days past due, then we will automatically cancel your enrollment in the Program. If you make payments sufficient to bring your account under 60 days past due then your enrollment in the Program will be automatically reinstated. You will not need to apply for reinstatement and you will not receive advance notice of cancellation or reinstatement. Reinstatement in the Program will be effective on the statement date following the posting date of the payment that brings your account under 60 days past due. Program charges will resume in the monthly billing cycle in which you are reinstated. Reinstatement will be withdrawn if payment on your account is returned unpaid for any reason. If you do not wish to be reinstated, you must cancel the Program. If we cancel your enrollment in the Program for any reason other than your account is past due, you will not be eligible for automatic reinstatement.

Additional Program Details

If we ever change or add benefits to the Credit Protection Program, we will notify you in writing as required by law. Any changes to this Agreement that occur during your benefit period will not take effect until your benefit period ends. If you receive a notice from us of a change in the Agreement and/or Program and you do not wish to be bound by those changes, you must notify us within 30 days of receipt of that notice and we will cancel your Program enrollment. If you do not notify us within the 30 day period, you will become bound to all changes for which you received notice.

We reserve the right to waive any of the requirements listed in this Agreement at our sole discretion. However, if we do this, we will not be obligated to waive the same requirement or another requirement in any other situation.

Cardholder Agreement

Because this Agreement is made part of your Cardholder Agreement with Credit One Bank, N.A. any arbitration provisions listed will apply to this Program. All other provisions of your Cardholder Agreement remain in full force and effect. In the event of any conflict between the terms of this Agreement and the terms contained in the Cardholder Agreement, the terms of this Agreement shall govern.

Tax Considerations

Cancellation of all or a part of the outstanding balance may be taxable income to you or your estate. Any and all taxes related to benefits received by you are your responsibility. We recommend that you seek the advice of a qualified tax advisor regarding this matter.

Governing Law

This Agreement is governed by and interpreted in accordance with the laws applicable to national banks, and, where no such laws apply, by the laws of the State of Nevada, excluding the conflicts of law provisions thereof, regardless of your state of residence.