



## FREQUENTLY ASKED QUESTIONS

### WHAT IS A SCHENGEN VISA?

The Schengen visa is a travel document that allows entry into EU countries that are part of the Schengen Acquis Agreement. The visa is for immigration purposes to allow entry into the country.

As of July 25, 2012, the following countries participate in this agreement. It should be noted that the United Kingdom and the Republic of Ireland are not part of it: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland.

### I NEED A VISA SCHENGEN WILL I TRAVEL TO EUROPE?

Depending on your nationality, if you travel to European countries that are part of the Schengen Acquis agreement, you may need a Schengen visa. Countries include:

Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland.

### WHAT IS A SCHENGEN LETTER?

The Schengen card is an informational document provided by the holder of the eligible card, his / her spouse / partner and / or minor(s), with a description of the benefits, eligibility requirements, and contact information if the holder needs or need to file a claim. The Schengen charter facilitates the acquisition of a Schengen visa.

### DOES RTA SCHENGEN OFFER INSURANCE FOR ANY MEDICAL CASES THAT THE HOLDER MAY HAVE WHILE TRAVELING THROUGH LAUE?

No, the letter itself is not an insurance contract, nor is it a guarantee of payment. For the owner to receive the benefits of expenses Doctors, it is necessary to call the contact number on the Schengen card to verify eligibility. In order for the holder to be eligible for coverage, airfare must be purchased using an eligible MasterCard. Coverage is also subject to terms and conditions.

### IF THE HOLDER USE POINTS OF THE REWARDS PROGRAM FOR A TRAVEL WITH COVERAGE, WILL IT BE ELIGIBLE TO RECEIVE A SCHENGEN LETTER?

Yes, the holder has the right to receive a Schengen card.

### WHO WILL PAY IF THE HOLDER NEEDS MEDICAL ATTENTION WHILE TRAVELING IN LAUE I SCHENGEN COUNTRIES?

To determine who will cover medical expenses and whether medical expenses will be covered directly or by reimbursement, The holder must confirm their eligibility by contacting the numbers indicated in the Schengen letter. Coverage is also subject To terms and conditions.

### WHO IS CO-ORDINATED WITH THE DEPENDENT MINOR(S)?

Registered minors, including adopted children, stepchildren and children accepted by the cardholder, aged 0-18 years, Or 25 years registered as a full-time student at an accredited educational institution

### WHO SHOULD I CONTACT S ITENGO PROBLEMS WITH THE WEBSITE?

You can access <https://www.aigtravelguard.net/mastercard/Default.aspx?msg-maxattempts&ldlanguage=1> For a list of phone numbers.

### HOW MUCH DOES A SCHENGEN CARD COST?

There is no charge or cost for a Schengen Charter. Free of charge for MasterCard holders.

## LEGAL WARNING

The information contained herein is provided for general informational purposes only and is not intended to be a complete description of all the terms, conditions, limitations, exclusions and other provisions of any program or insurance benefit provided by or for MasterCard or issued to MasterCard.