

Visa benefits available with your Shopify Credit card

Purchase Security/Extended Protection

Enjoy added protection on your new purchases

When you use your covered Shopify Credit card and your purchase is stolen or damaged within the first 90 days of purchase, Purchase Security can replace, repair or reimburse the item (\$10,000 maximum per claim and \$50,000 maximum per cardholder). Extended Protection doubles the time period of coverage up to one additional year to your existing U.S. manufacturer's warranty of three years or less. There is a per claim maximum of \$10,000 and a per cardholder maximum of \$50,000.

Easy claim process

Go to www.cardbenefitservices.com or call the Benefit Administrator at 1-800-848-1943 to file a claim or get your questions answered. If you are outside the U.S., you can call collect: 1-303-967-1096.

Certain terms, conditions and exclusions apply. In order for coverage to apply, you must use your covered Shopify Credit card to secure transactions. Please refer to your Guide to Benefits for further details.

Auto Rental Collision Damage Waiver

Count on built-in auto rental coverage

When you use your covered Shopify Credit card to rent a vehicle, you'll get built-in Auto Rental Coverage. You're covered for physical damage, theft, reasonable and customary towing and loss-of-use charges. Decline the Collision Damage Waiver coverage offered by the rental agency and make sure your name is listed as the primary renter on the auto rental contract. Any additional drivers must also be listed on the auto rental agreement.

Easy claim process

Go to www.eclaimsonline.com or call to talk to a Benefit Administrator at 1-800-348-8472 (outside the U.S., call collect: 1-804-673-1164) to initiate your claim. You must sign and return your claim form (or if you prefer, file online) within 90 days of the date of incident—you can supply any outstanding documentation afterward.

Certain terms, conditions and exclusions apply. In order for coverage to apply, you must use your covered Shopify Credit card to secure transactions. Please refer to your Guide to Benefits for further details.

Roadside Dispatch®

Rely on emergency roadside assistance

As an eligible Visa Business cardholder, you have access to Roadside Dispatch®, a pay-per-use roadside assistance program. Simply call 1-800-847-2869 24 hours a day/7 days a week. Roadside Dispatch will ask you where you are, what the problem is and will remain on the phone while arranging a dispatch to a reliable tow operator or locksmith. You pay a set fee per service call. No membership is required and you don't need to pre-enroll. No annual dues. No limit on usage. To learn more about this benefit, call 1-800-847-2869.

Note: Customers must pay service provider for mileage over five miles. A secondary unit being towed behind is not included but can be accommodated for an additional fee. Standard Winching applies within 100 feet of paved or county maintained road only. Additional fees may apply for winching services under certain circumstances.

Additional terms: Service providers supplying emergency roadside assistance and towing are independent contractors and are solely liable for their services. Neither Visa nor Shopify Credit shall have any responsibility or liability in connection with the rendering of the service. Emergency roadside assistance and towing may not be available in areas not regularly traveled, nor in other "off road" areas not accessible by ordinary towing vehicles. Weather conditions, time of day, and availability of service may affect assistance responses. Expectations for dispatch are set with the customer on every call, and an expected estimated time of arrival is provided to the customer regardless of their location; however, neither Visa nor Shopify Credit provides any assurances as to the ability of the Service Provider to meet such estimates. You are responsible for any roadside assistance or towing charges incurred by facilities responding to your request even if you are not with your vehicle or your vehicle is gone upon their arrival. 24-hour roadside assistance services provided by Cross Country Motor Club, Inc. d/b/a Agero, a Massachusetts corporation, and Cross Country Motor Club of California, Inc., a California corporation. Current fee for a standard service call is \$79.95. Service call fees are subject to change at any time; however, callers will be notified prior to any service dispatch. This program may be discontinued at any time without prior notice. Program void where prohibited.

Travel and Emergency Assistance Services

Count on emergency assistance while traveling

When you're traveling or working anywhere in the world, your covered Shopify Credit card gets you access to a multilingual call center—24 hours a day, 365 days a year—for the assistance you need. You, your immediate family members and business associates who are traveling with you can call toll-free in the United States, or collect when traveling abroad. Services include: medical and legal referrals, emergency transportation and more.

Easy access

Call the Benefit Administrator at 1-800-992-6029 (outside the U.S., call collect: 1-804-673-1675) to get your questions answered. Travel and Emergency Assistance Services is provided on a best-effort basis and may not be available due to problems of time, distance or location.

Certain terms, conditions and exclusions apply. Please refer to your Guide to Benefits for further details.

Dovly Uplift™

A quick and easy way to help improve your credit score

Get access to Dovly Uplift™ for free with your Shopify Credit Visa Business Card and start fixing, managing and maintaining your credit online in seconds.

With Dovly Uplift, Visa cardholders get:

- Help detecting and disputing inaccurate items on your TransUnion® credit report in an optimal way thanks to Dovly's smart credit engine
- Powerful results—90% of Dovly members see a double-digit credit score increase within 6 months (based on a sample of 18,062 Dovly members as of May 2022)

[Confirm eligibility and enroll now](#)

While Dovly's platform is designed to remove inaccuracies from your credit report, every case is different, and not everyone will achieve the same results.

ID Navigator Powered by NortonLifeLock

Identity theft continues to evolve and so do solutions

No one can prevent all identity theft, so staying informed and knowing what to do when your identity is threatened can provide you with greater peace of mind.

ID Navigator Powered by NortonLifeLock:

- Provides you with the tools to help keep you informed of potential threats to your identity
- Helps you act quickly should the unexpected happen

To confirm eligibility, visit www.cardbenefitidprotect.com.

Disclaimer: No one can prevent all cybercrime or identity theft.

Lost or Stolen cards

Assistance is a phone call away

With the Visa Lost/Stolen Card Reporting service, reporting a lost or stolen card is simple. Just call Visa Global Customer Care Services at 1-800-847-2911, or call one of our global [toll-free numbers](#), and a Visa representative will work with you to notify the appropriate parties and replace your card.

Emergency card replacement and cash disbursement

Have a lost, stolen or damaged card? Need emergency cash?

Visa credit cardholders can get an emergency cash advance or a card replacement within one business day—or even within 24 hours in some cases—after approval. We'll block your card (if the card number is known) and connect you to your Financial Institution/Bank. Visa can also work with your Bank to expedite the replacement of your card and ship it globally within 24 to 72 hours. Alternatively in case of emergency, we can also arrange a wire cash transfer to your local Western Union within 2 hours of approval from your Bank.

How do I get emergency cash?

A Visa Global Customer Care Services associate (1-800-847-2911 or call one of our [toll-free numbers](#)) will work with you and your financial institution for approval and Visa will arrange a convenient location for you to collect the emergency cash.

How do I get my card replaced?

If your card is lost or stolen, a Visa Global Customer Care Services associate (1-800-847-2911 or call one of our [toll-free numbers](#)) will work with you and your financial institution for approval and Visa will arrange direct delivery of your card to you or a collection location will be identified. To bridge spending when awaiting a replacement card, when experiencing card acceptance difficulties, or when you simply need cash in hand, Visa can arrange for cash to be available at a location near you. Call us toll-free (1-800-847-2911) or call one of our global toll-free numbers from the drop-down menu at the top of this page.

Cardholder inquiries

Product and service information at your fingertips

Cardholder Inquiry Service provides customer phone support for general inquiries and provides product or service information to all Visa cardholders.

With Cardholder Inquiry Service, Visa cardholders:

- Get fast, accurate answers to card benefit questions
 - Learn about travel perks and extras they are entitled to
 - Get access to toll-free calling in most travel destinations
 - Enjoy seamless referrals to third-party concierge providers
-