



SAFE BAG

The luggage tracking service offered by ASSIST CARD comprises retrieval service for checked baggage that has not been loaded onto those flights which the Passenger has taken or has been misdirected to a destination different from your flight's end point destination, as reported by the airline flown ("Mishandled Baggage").

a. Passenger must promptly, within the Service Period, report a claim to the airline (in the form required by the rules of the airline) that Passenger's baggage has been mishandled or undelivered before reporting their Mishandled Baggage to the ASSIST CARD.

b. Passenger must receive from the airline an acknowledgement of the Mishandled Baggage Claim, which must include a unique identifier for their airline lost luggage claim (often called a file locator, reference or tracking number). ASSIST CARD will not retrieve unique identifier numbers (file reference, locator, or tracking numbers) from the airline on the customer's behalf. It is the passenger's responsibility to collect this information from the airline when filing their lost baggage claim with the airline. Mishandled Baggage Reports not containing unique identifying numbers will not be processed, and Passenger will be ineligible for any Baggage Retrieval services under this Service Agreement.

c. Passenger must report the Mishandled Baggage claim to the ASSIST CARD, by filing a Mishandled Baggage Report with ASSIST CARD online at <https://www.assistcard.com/cn/unionpay-eng>

- We highly encourage customers to report any mishandled bag within 24 hours from occurrence in order to maximize the chances of locating the luggage in a timely manner. This service does not guarantee nor prevent the airline from losing a checked bag.

d. In order to complete the Mishandled Baggage Report filing process, all passengers are required to submit a copy of the report, as provided to the passenger by the airline when they filed their lost luggage claim, to ASSIST CARD as soon as possible upon arriving at destination. The report must be submitted by the passenger via the following website:

<https://www.assistcard.com/cn/unionpay-eng> and the passenger must enter their Service Agreement number, provided to them by ASSIST CARD upon purchase. Supporting Airline documentation which is submitted in any other manner than as instructed here will not be considered a valid submission and will not be considered with regards to any Mishandled Baggage Report with ASSIST CARD. Any reports that do not have accompanying documentation submitted in the manner described in this section, will be denied and the passenger will not qualify for baggage retrieval services.

e. All bags will be considered returned to the passenger, and this service agreement will be considered fulfilled, per the terms and conditions of the SAFE BAG Service Agreement, when as per the airline's lost baggage system, the bag arrives at the airport on record with the passenger's lost baggage claim with the airline.



f. Passenger hereby expressly authorizes ASSIST CARD to act on Passenger's behalf in provision of the Baggage Retrieval service, including all direct communications with the airline, and agrees to promptly provide any required written or other confirmation of this authority. Passenger gives full permission to any airline to release any and all personal and baggage/flight information to ASSIST CARD on the passenger's behalf. When a passenger purchases the ASSIST CARD Service through an Online Travel Agency or any other third-party seller of the Product, the passenger is giving full authority to the Online Travel Agency or Third-Party Seller to release all personal and travel itinerary information to ASSIST CARD at any time prior to or after the passenger's trip. This Service Agreement applies only to Mishandled Baggage. All Mishandled Baggage must have been given a "tag number" by the airline upon baggage check at the airport. Any bags with no tag numbers will not constitute Mishandled Bags per the terms and conditions of this Service Agreement.

g. ASSIST CARD shall not be liable for any delay due to circumstances beyond its control. This is including, but not limited to, any bag that is unable to be loaded onto a flight due to security issues (including but not limited to dangerous goods found within the bag, and/or the bag being held up by customs for any reason). This includes requests by ASSIST CARD for description of baggage, lists of contents within passenger's baggage, or any identifying tags or marks placed on baggage by passenger. All requests of this nature are required to be responded to by the passenger within 12 hours of the request made by the ASSIST CARD. Any requests not responded to within 12 hours of the request being made by the ASSIST CARD will void the Mishandled Baggage Report and passenger will no longer be eligible for baggage retrieval services under this service agreement.