

NORDSTROM
VISA® CREDIT CARD
GUIDE TO BENEFITS

NORDSTROM

WELCOME TO YOUR NORDSTROM VISA® CREDIT CARD BENEFITS

Your Guide to Benefit describes the benefit in effect as of 10/29/21. Benefit information in this guide replaces any prior benefit information You may have received. Please read and retain for Your records. Your eligibility is determined by Your financial institution.

VISA SIGNATURE® AND VISA PLATINUM® BENEFITS

CARDHOLDER INQUIRY SERVICE

Brings you the convenience of fast, 24/7 assistance for questions related to Visa products.

EMERGENCY CARD REPLACEMENT/EMERGENCY CASH DISBURSEMENT

This efficient, 24x7x365 worldwide service allows you to quickly and easily get a replacement Visa card sent to you and/or receive emergency cash at a convenient location.

LOST/STOLEN CARD REPORTING

Makes it easy to report a lost or stolen Visa card anytime, 24x7x365 from anywhere in the world. Just call 1.800.VISA.911, or, internationally, call collect at +1.303.967.1096. You can also call Nordstrom Card Services at 1.800.964.1800.

ID NAVIGATOR POWERED BY NORTONLIFELOCK

Your partner against identity theft. Your Nordstrom Visa credit card includes ID Navigator Powered by NortonLifeLock, providing tools so you can act quickly if your identity is threatened. See following pages for details.

ROADSIDE DISPATCH®

Should you need emergency roadside assistance, towing or lockout services, Roadside Dispatch provides a 24-hour, toll-free dispatch network, 1.800.847.2869. See following pages for details.

EXCLUSIVE VISA SIGNATURE BENEFITS

Enjoy instant access to dozens of everyday perks, once-in-a-lifetime experiences, and fine wine and food events through visa.com/signature.

TRAVEL AND EMERGENCY ASSISTANCE SERVICES

Count on emergency assistance while traveling. Call anytime for Travel and Emergency Assistance, available for covered Visa Signature cardholders from anywhere in the world. See following pages for details.

VISA SIGNATURE CONCIERGE¹

Your Visa Signature card comes with complimentary, 24/7 access to the Visa Signature® Concierge* service. Simply call (800) 953-7392 anytime for assistance booking travel, event tickets and more—even dinner reservations or golf tee times.

ENJOY SPECIAL ACCESS TO THE VISA SIGNATURE LUXURY HOTEL COLLECTION

The Visa Signature Luxury Hotel Collection gives you access to a premium collection of benefits from over 900 of the world's finest hotels, including brands like The Peninsula Hotels, Park Hyatt and Shangri-La.

Enjoy an unparalleled experience with special amenities, discounts, room upgrades upon arrival and 3 p.m. checkout (when available)—plus, a \$25 food or beverage credit and more.² And with access to your complimentary, 24/7 Visa Signature® Concierge,* your stay is even easier. Simply call (800) 953-7392 or go to visasignatureconcierge.com for assistance choosing a hotel, booking your room and more—even dinner reservations and event tickets.

Get details at visasignaturehotels.com.

¹ Visa Signature cardholders are responsible for the payment of any and all charges associated with any goods, services, reservations or bookings purchased or arranged by the Visa Signature Concierge on cardholders' behalf. Any such purchases or arrangements are solely between the cardholder and the respective merchant, and Visa is not a party to the transaction. All goods and services subject to availability. See full terms of service at visasignatureconcierge.com.

² In cases where one of the benefits is not available at a hotel, the hotel may provide a substitute benefit of equal value. Some hotels may provide one of the benefits as a standard feature of the room being booked. In those cases the hotel may or may not provide a substitute benefit of equal value. Resort fees that cover any of the benefits are not reimbursable. Reservations must be booked either on a Visa Signature Luxury Hotel Collection website or through Visa Concierge for benefits to apply. Please consult the terms and conditions for each property.

A Visa Signature and Visa Platinum benefit ID NAVIGATOR POWERED BY NORTONLIFELOCK

Smart tools to help against the evolving threat of identity theft

Your Nordstrom Visa credit card includes **ID Navigator** Powered by NortonLifeLock.

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

How ID Navigator Powered by NortonLifeLock can help:

Dark Web Monitoring—continuously patrols the dark web and private forums looking for personal information that may belong to you. Should it be found, notifications are sent with suggested steps.

Data Breach Notifications—sends notifications on large-scale breaches so you can act quickly should a breach affect your personal information.

Stolen Wallet Assist—A stolen wallet can mean a lost identity. If your wallet is stolen you will receive guidance to help you cancel or replaced key documents like your credit cards, driver's licenses, Social Security cards, insurance cards and more.

One-Bureau Credit Monitoring Alerts*—helps you stay on-top of your credit to help detect fraud more quickly, alerts are sent when key changes are made to your credit file with a major credit bureau.

Credit, Bank & Utility Account Freezes—provides instructions and links so you can quickly freeze credit, bank and utility files with each consumer reporting company to help protect you against criminals opening unauthorized accounts in your name.

Restoration Assist—U.S.-based Identity Restoration Specialists are available Monday to Friday 6a.m.- 5p.m. PST with guidance and with next steps to assist you should you become a victim of identity theft or other suspicious activity. Note: Visa Cardholders will have access to special discounts if they are interested in purchasing a more robust identity theft offering that includes additional Restoration features such as the LifeLock Million Dollar Protection™ Package.

U.S.-based Member Services & Support—is available Monday to Friday 6 a.m.- 6 p.m. PST; and Saturday 7 a.m.- 1 p.m. PST.

No one can prevent all identity theft.

*Two requirements must be met to receive the One-Bureau Credit Monitoring feature: (i) your identity must be successfully verified with Equifax; and (ii) Equifax must be able to locate your credit file that contains sufficient credit history information. If these requirements are not met you will not receive credit features from Equifax. You will receive Credit Features once the

verification process is successfully completed. Any credit monitoring from Equifax will take several days to begin after your successful plan enrollment.

A Visa Signature and Visa Platinum benefit ROADSIDE DISPATCH®

For roadside assistance, call 1-800-847-2869

What is Roadside Dispatch?

Roadside Dispatch is a pay-per-use roadside assistance program. The program provides you with security and convenience wherever your travels take you.

No membership or pre-enrollment is required. No annual dues. No limit on usage.

For a set price per service call, the program provides:

- Standard Towing - Up to 5 miles included**
- Tire Changing - must have good, inflated spare
- Jump Starting
- Lockout Service (no key replacement)
- Fuel Delivery - up to 5 gallons (plus the cost of fuel)
- Standard Winching

Roadside Dispatch will ask you where you are, what the problem is, and while they remain on the phone with you, they will arrange a dispatch to a reliable tow operator or locksmith to provide help. (If you feel you are in an unsafe location - Roadside Dispatch will advise you to hang up and dial 911. If you are not able to dial 911, they will call the non-emergency police number in your area, and will remain on the phone with you at your request until the police arrive.) You have the convenience of one toll-free phone number and you may save money because their rates are pre-negotiated.

Dependable roadside assistance, 24 hours a day, 7 days a week has never been easier. No membership or pre-enrollment is required. Just call Roadside Dispatch toll-free when you need them.

1-800-847-2869 ~ it's that easy!

Note: Customers must pay service provider for mileage over 5 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. Current fee for a standard service call is \$69.95. Additional fees may apply for winching services under certain circumstances. Service call fees are subject to change at any time; however callers will be notified of pricing prior to any service dispatch. This program may be discontinued at any time without prior notice. Program void where prohibited.

**Any vehicle with wheels is covered under the program as long as it can be classified as 'Light Duty'. 'Light Duty' vehicles are vehicles that weigh 10,000 lbs. or less. Vehicles weighing more than 10,000 lbs. are considered 'Medium Duty' or 'Heavy Duty' and are NOT covered under this program.

Additional Terms: Service providers supplying emergency roadside assistance and towing are independent contractors and are solely liable for their services. Neither Visa nor TD Bank 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 TD Bank 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.

Nordstrom credit cards are issued by TD Bank USA, N.A. and serviced by Nordstrom Card Services, Inc.

An exclusive Visa Signature benefit TRAVEL AND EMERGENCY ASSISTANCE SERVICES

Emergencies can escalate quickly when You are traveling away from home. Something that is relatively straight forward when You are not traveling, like replacing prescription medication, can be a difficult task when You are dealing with local laws or language barriers.

Travel and Emergency Assistance Services are made available to help You in case of an emergency while You are traveling away from home. The Benefit Administrator can connect You with the appropriate local emergency and assistance resources available, 24 hours a day, 365 days a year.

Please note that due to occasional issues such as distance, location, or time, neither the Benefit Administrator nor its service providers can be responsible for the availability, use, cost, or results of any medical, legal, transportation, or other services.

What are Travel and Emergency Assistance Services and how do I use these services when I need them?

Travel and Emergency Assistance Services are made available to You, if You are a cardholder of an eligible card issued in the United States. Your spouse and children (dependents under 22 years old) are also eligible to use these services.

Travel and Emergency Assistance Services provide assistance and referral only. You are responsible for the cost of any actual medical, legal, transportation, cash advance, or other services or goods provided.

To use the services, simply call the toll-free, 24-hour Benefit Administrator line at **1-800-992-6029**. If You are outside the United States, call collect at **1-804-673-1675**.

What are the specific services and how can they help me?

- Emergency Message Service - can record and relay emergency messages for travelers or their immediate family members. The Benefit Administrator will use reasonable efforts to relay emergency messages in accordance with benefit guidelines and limitations, but cannot take responsibility for the failure to transmit any message successfully. **All costs are Your responsibility.**
- Medical Referral Assistance - provides medical referral, monitoring, and follow-up. The Benefit Administrator can give You names of local English-speaking doctors, dentists, and hospitals; assign a doctor to consult by phone with local medical personnel, if necessary, to monitor Your condition; keep in contact with Your family, and provide continuing liaison; and help You arrange medical payments from Your personal account. **All costs are Your responsibility.**
- Legal Referral Assistance - can arrange contact with English-speaking attorneys and U.S. embassies and consulates if You're detained by local authorities, have a car accident, or need legal assistance. In addition, the Benefit Administrator can coordinate bail payment from Your personal account. The Benefit Administrator can also follow up to make sure bail has been properly handled. **All costs are Your responsibility.**
- Emergency Transportation Assistance - can help You make all the necessary arrangements for emergency transportation home or to the nearest medical facility. This includes arranging to bring Your Young children home and helping You stay in contact with family members or employers during the emergency. In the case of a death, the Benefit Administrator can make

arrangements to repatriate the remains. **All costs are Your responsibility.**

- Emergency Ticket Replacement - helps You through Your carrier's lost ticket reimbursement process and assists in the delivery of a replacement ticket to You, should You lose Your ticket. **All costs are Your responsibility.**
- Lost Luggage Locator Service - can help You through the Common Carrier's claim procedures or can arrange shipment of replacement items if an airline or Common Carrier loses Your checked luggage. **You are responsible for the cost of any replacement items shipped to You.**
- Emergency Translation Services - provides telephone assistance in all major languages and helps find local interpreters, if available, when You need more extensive assistance. **All costs are Your responsibility.**
- Prescription Assistance and Valuable Document Delivery Arrangements - can help You fill or replace prescriptions, subject to local laws, and can arrange pickup and delivery of Your prescriptions filled for You at local pharmacies. It can also help transport critical documents that You may have left at Your home or elsewhere. **All costs are Your responsibility.**
- Pre-Trip Assistance - can give You information on Your destination before You leave such as ATM locations, currency exchange rates, weather reports, health precautions, necessary immunizations, and required passport visas.

Definitions

Common Carrier means any mode of transportation by land, water or air operating for hire under a license to carry passengers for which a ticket must be purchased prior to travel. Does not include taxi, limousine service, commuter rail or commuter bus lines.

You or Your means an eligible person whose name is embossed on an eligible U.S. issued card, and You reside in the United States.

Additional Provisions for Travel and Emergency Assistance Services

This benefit is provided to eligible cardholders at no additional cost. The terms and conditions contained in this Guide to Benefits may be modified by subsequent endorsements. Modifications to the terms and conditions may be provided via additional Guide to Benefits mailings, statement inserts, statement messages or electronic notification. The benefits described in this Guide to Benefits will not apply to cardholders whose accounts have been suspended or cancelled.

For more information about the benefit described in this guide, call the Benefit Administrator at 1-800-992-6029, or call collect outside the U.S. at 1-804-673-1675.

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