Student Protection Plan™ Benefits Summary

Featuring Tutition Refund Insurance

Designed for the Members of
College Parents of America
2020 Pensylvania Ave. NW Suite 1020
Washington, D.C. 20006

Markel has been meeting the insurance needs of college students for over 20 years. Markel Insurance Company is a specialty carrier in 50 states and carries an "A" (Excellent) rating from A.M. Best. Markel Insurance Company is a member company of the $6 billion Markel Corporation.

Under the terms of most college or university tuition agreements, your financial obligation to the school is for full tuition payment and the school is not required to refund the tuition or cancel unpaid obligations if your student is forced to withdraw during the academic year for medical reasons.

The Sallie Mae Insurance Services® Tuition Refund Insurance is a blanket insurance policy with College Parents of America designed to refund tuition, room, board and other covered fees should your student be forced to withdraw for medical reasons. If the covered student withdraws from any accredited college or university, the Plan will pay benefits (subject to the terms, conditions and limitations and based on the amount of coverage purchased) to the member, providing substantial assistance in meeting your obligation and reducing the financial loss.

Eligibility And Enrollment

All active members of College Parents of America (CPA) are automatically enrolled in the blanket "Tuition Refund Insurance" policy. Sallie Mae Insurance Services® Tuition Refund Insurance and Student Protection Plan® customers are also enrolled in a voluntary blanket policy when they pay the premium for additional coverage.

Benefits Provided

Medically Necessary Withdrawl: This plan provides reimbursement for 100% of covered expenses, such as tuition, room and board, and academic fees up to the coverage limits if the student is forced to withdraw for medical reasons. The injury or sickness must be certified by the student's attending physician as being a condition which prevents them from school attendance for the remainder of the term. A 100% benefit of covered expenses is provided for medically necessary withdrawals due to a mental or nervous disorder.

Death of Student: This plan provides reimbursement of 100% of covered expenses upon the death of the insured student.

Death of Tuition Payer: This plan provides reimbursement of 100% of covered tuition if the student withdraws due to the death of a tuition payer.

Definitions

Tuition Payer: The Tuition Payer is the person who has paid all or a portion of, and is contractually responsible for paying, the tuition and fees. The Tuition Payer's legal spouse is also entitled to receive the covered person's reimbursement.

Covered Fees: The amount of tuition and other verifiable expenses, including room and board, books, academic fees, travel or other related costs, up to the coverage limits.

Covered Person: Any person whose name is on file with the named "insured" and who had paid fees to the named "insured" for this coverage.

Loss: Loss of covered fees caused by the covered person's complete withdrawal due to medical reasons.

Claims Payment

Payments will be made directly to the policyholder for 100% of covered expenses up to the policy limits. Should you receive a refund from your school, this policy will pay the balance of covered expenses. The amount of annual tuition coverage you purchase will be divided by semester, assuming two semesters per academic year. For instance, $50,000 in coverage means $25,000 in coverage per semester.

Effective And Termination Dates

There will be no waiting period for individuals with the involuntary policy. For covered persons who enroll in the voluntary policy prior to the first day of school, coverage will begin immediately.

For covered persons who enroll in the voluntary policy after the first day of school, coverage will become effective 14 days after enrollment in the policy for sickness and will become effective immediately for accidents. There will be no coverage for withdrawals due to an accident that occurred prior to the enrollment or an illness that was active at the time of enrollment.

Coverage under this Plan ends at the earliest of the following dates:

- The day the policy expires
- The day the covered person voluntarily withdraws or is dismissed from an institution
- The day membership in College Parents of America expires or is canceled

Exclusions And Limitations

This plan does not provide benefits for withdrawals which are a result of any of the following: *Loss which first occurred before the covered person's period of coverage; Failure to attend classes or sessions for any reason that is not included in the Benefit Schedule; Change in enrollment status; Early graduation or completion of classes; War, including undeclared war, civil war or warlike action; Induction or draft into the Armed Forces (when a covered person enters such Armed Forces, the plan will refund the unearned premium); Catastrophic event of any kind that results in partial or complete closure of the school; A disability due to participation in a riot; Commission of or attempt to commit a felony; Seizure or destruction of property by order of governmental authority which results in partial or complete closure of the school; Dishonest acts committed by the school or any staff member of the school, whether acting alone or in collusion with others; Any terrorism act or occurrence.

*This exclusion is not a pre-existing condition clause and does not apply to past sickness or condition. It applies to students who enroll in the voluntary coverage policy after the start of the semester and are sick or show symptoms of a sickness at the time of enrollment.

This brochure is designed to provide an outline of benefits only. All rights with respect to the benefits will be governed solely by the blanket policy issued by Markel Insurance Company. A complete copy of the policy may be downloaded by going to the following site: http://www.salliemaeinsurance.com/files/PDF/Markel-Policy-2012.pdf.
The Policy Number for Tution Refund Insuracne is 4702AH331290-2.
Claims Information: 800-719-5915

In the event your student must withdraw, please contact us at 800-719-5915 or claims@salliemaeinsurance.com. Notice of a claim must be reported within 30 days of the date of the student's withdrawal from school. Benefits will be paid directly to the student.

ADDITIONAL BENEFITS OF THE STUDENT PROTECTION PLAN™

IDENTITY THEFT PROTECTION & RESOLUTION SERVICES

Internet Fraud Monitoring: Internet Fraud Monitoring utilizes real-time, web-crawling technology to monitor chat rooms, websites and blogs where thieves trade and sell stolen credit and debit card data. Should we find any of your monitored cards on these web portals, Internet Fraud Monitoring automatically sends you an email alert, giving you the time needed to foil a thief's attempt to use your credit information.

Identity Resolution Services: Should you become the victim of identity fraud, we will help you recover quickly. You will be assigned a dedicated caseworker who will work with you to restore your identity, supporting you every step of the way. In addition, you will receive a customized kit filled with helpful information to help you recover even faster. Thanks to College Parents of America and GradGuard, you can be well on the way towards restoring your good name in no time.

Card and Document Registration: This service helps you store information from credit cards, bank cards and important documents all in one central location. Should your registered items become lost or stolen, retrieving your data is just a simple phone call away, making those emergency situations a little less stressful.

Lost or Stolen Credit Card Assistance: If you discover your credit cards are missing, call us immediately. We will notify all credit card issuers, cancel lost or stolen cards, and request that replacements be issued promptly. When you call, you will be asked questions such as your name, address, and membership number. You will also be asked to verify credit card information. We will promptly mail you written confirmation of all credit card cancelations and replacement requests.

TRAVEL GUARD'S EMERGENCY MEDICAL EVACUATION INSURANCE

This plan provides up to $50,000 in Emergency Medical Evacuation insurance. Travel Guard offers worldwide medical coverage and will transport the student home or to the nearest medical facility of the student's home, plus pay any qualified accompanying travel medical expenses incurred. Please review the Travel Guard policy for complete details.

PHYSICAL & VIRUS DAMAGE PROTECTION FOR YOUR COMPUTER

Personal Computer Damage Protection reimburses you for both physical and viral damage to your PC on time per membership year, providing up to $1,000 for each type of damage. If your PC becomes damaged while you are a member of GradGuard, simply have it repaired by the technician of your choice, and we'll pay for the covered repairs up to $1,000. Please note that Physical and Virus Damage Protection is not available to residents of New York.

EXTENDED WARRANTY

GradGuard Student Protection Plan™ entitles you to five full years of warranty coverage from date of purchase for almost all purchases you make using any credit card, cash or check. Any eligible item with a purchase price up to $5,000.000 which is covered by a manufacturer's U.S. warranty will automatically have the warranty, with all its provisions, extended to a total of five years (60 months) from the original date of purchase while membership is active. Please note that the Extended Warranty benefit is not available to residents of Maine.
DISCLAIMERS:

Tuition Refund Insurance:
Tuition refund insurance is underwritten by Markel Insurance Company, Deerfield, IL; Administrative Office, Glen Allen, VA

Internet Fraud Monitoring:
Internet Fraud Monitoring monitors up to ten registered credit or debit cards on the Internet, based on extensive research of Internet chat rooms. However, it is impossible to ensure that all Internet chat rooms have been searched for your personal information. Accordingly, your monitoring alert reports may not contain or apprise you of all of the insured's personal information that is publicly available or that may have been compromised.

Fair Credit Reporting Act:
The federal Fair Credit Billing Act gives you the right to dispute billing errors, such as unauthorized charges, on your credit card by notifying your credit card company in writing within 60 days after the first bill containing the error was sent to you. The credit card company must resolve the dispute within two billing cycles (not to exceed 90 days) after receiving your notification. You may withhold payment on the disputed amount (and related charges) during the investigation. You must pay the amount not in dispute. You will be informed in writing whether your bill is correct or contains an error. If your bill contains an error it will be corrected. Your liability for unauthorized charges is limited to $50 per credit card. You are not required to enroll in GradGuard to maintain your credit card.

Lost or Stolen Credit Card Assistance:
Some financial institutions may require you to call them directly and will not accept notification from third parties. In this circumstance, we will contact you so that you can call your financial institution directly.

Physical and Virus Protection for your Personal Computer:
Personal Computer Accidental Physical Damage and Personal Computer Virus Damage insurance benefits are underwritten by Virginia Surety Company, Inc. under group policy form # GP-MPC-COI (9-08). For Accidental Physical Damage, coverage is limited to the lesser of actual cash value of your computer at the time of such damage and the cost to repair it, up to $1,000. For Computer Virus Damage, coverage is limited to the actual cash value of the damaged computer program at the time of such damage, up to $1,000. Evidence of coverage under the master policy issued by Virginia Surety Company, Inc. with respect to such insurance will be available to you upon enrollment in the GradGuard service. The summary of policy benefits, terms, conditions, exclusions, and limits of coverage set forth in the evidence of coverage are subject to the terms of the master policy.
NOTICE: the PC Damage Protection benefit is not available to residents of New York.

Extended Warranty:
Extended Warranty applies to eligible products with a sales price of $5,000 or less. Reimbursement for Extended Warranty per occurrence is up to the lesser of the actual repair cost and the original purchase price of the product. Protection is in effect only while membership is active. For a description of coverages and limitations thereof, please review the Extended Warranty Terms and Conditions, which are enclosed in your membership materials.
NOTICE: the Extended Warranty benefit is not available to residents of Maine.

For Coverage or Service Details, Please Visit:
www.salliemae.com/insurance/tuition/

Sallie Mae Insurance Services℠ is a service of Next Generation Insurance Group, LLC. If you have a claim, please call 800-719-5915.