

First! Either the **Contact Center** or the **Cardholder** needs to visit the following website:  
<https://cardholderbenefitsonline.com/>  
and login:



A Popup screen will appear where (CC/Cardholder) need to fill in the Visa Infinite/Signature 16 digit numbers (**the website will never save credit card number**):

Please enter your Visa card number to access your benefits. ×  
Your card details will not be stored.

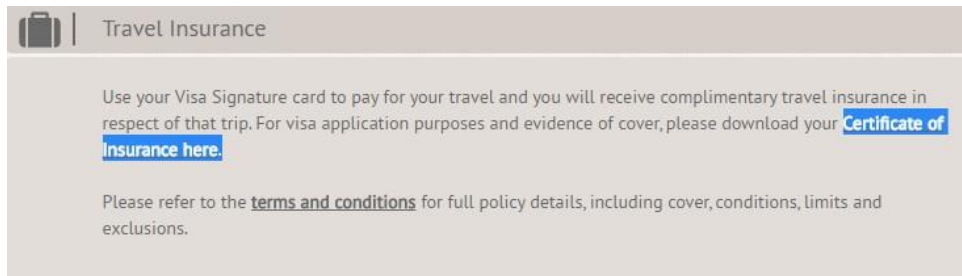
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Submit

### **How to Obtain Travel Certificate:**

After logging in, travel certificates can be issued from the “Travel Insurance” Tab, And then click on the highlighted text:



### **How to File a Claim?**

Claims must be submitted by the cardholder (Bank’s will offer help and guidance), the cardholder needs to email [CreditCardClaims@Crawco.me](mailto:CreditCardClaims@Crawco.me) with the following details:

