



SUMMARY STATEMENT

Distinction Credit Card Payment Protection Plan (MCAPD-17)

You recently enrolled in the Distinction Credit Card Payment Protection Plan. Before you signed up, we explained to you the essential elements of this insurance product, which are set out below.

NOTICE TO READER

This document addresses the points deemed the most important to your understanding of the insurance product. It is not, under any circumstances, a substitute for reading the certificate of insurance in full and is not comprehensive. This document does not create or confer any contractual or any other rights. Only the certificate of insurance can be used to adjudicate questions of a legal nature.

DESCRIPTION OF THE PRODUCT

Nature of coverage

The Insurer will credit an amount to the National Bank Mastercard credit card account to pay all or part of the balance.

Summary of coverage

This insurance product offers the primary cardholder and his/her spouse, if the spouse is an authorized user, life insurance, critical illness insurance (cancer, stroke, heart attack), accidental death insurance and accidental dismemberment insurance. It offers, only to the primary cardholder, disability insurance and involuntary job loss insurance. The Life Events protection is offered, depending on the event, to the primary cardholder or to the primary cardholder and his/her spouse authorized user.

This coverage is subject to the terms and conditions of the certificate of insurance. Please read the certificate of insurance carefully for details about the coverage and the amount of the maximum benefit payable.

Exclusions, restrictions, limitations:

Exclusions, restrictions and limitations apply to the coverage.

THE INSURER MAY REFUSE TO PAY A CLAIM DUE TO EXCLUSIONS PROVIDED IN THE CERTIFICATE OF INSURANCE, WHICH ARE SPECIFIED IN THE "RESTRICTIONS AND EXCLUSIONS" SECTION. SPECIFIC EXCLUSIONS APPLY TO DISABILITY INSURANCE, CRITICAL ILLNESS INSURANCE AND INVOLUNTARY JOB LOSS INSURANCE.

DURATION OF THE PRODUCT

This insurance terminates on the earliest of the following:

- **Maximum age:** on the last day of the month in which the insured person turns:
 - 65 years old for involuntary job loss insurance;
 - 71 years old for critical illness insurance, accidental dismemberment insurance, disability insurance and Life Events protection;
 - 80 years old for life insurance.

Note: accidental death insurance will continue to apply with no regard to the age of the insured person.

- **Account in good standing:** on the date the credit card account ceases to be in good standing as determined by the card use agreement;
- **Death:** on the date of death of the primary cardholder;
- **Cancellation:** on the first day of the month following the date the Insurer receives your cancellation request;

- **Credit card validity:** on the date the credit card ceases to be valid;
- **Concerning critical illness insurance:** the payment of a benefit for critical illness will end critical illness insurance of the insured person.

CHARGES FOR THE PRODUCT

Calculation of the monthly premium

The monthly premium is \$1.20 per \$100 of outstanding balance of your National Bank Mastercard credit card, as at the monthly statement date.

Example:

Your balance on your monthly Mastercard statement of account is \$300.

The premium payable is calculated as follows: $\$300 \div \$100 \times \$1.20 = \3.60 .

An amount of \$3.60, plus applicable taxes, will therefore be charged to your credit card.

See the “Premiums” section of the certificate of insurance.

CANCELLATION OF PRODUCT

You may cancel your insurance contract at any time by calling the Insurer at 1-877-871-7500 or by submitting a request to the Insurer at the address appearing on the cover page of your certificate of insurance. See the “Termination of Insurance” section of the certificate of insurance.

EFFECTIVE DATE AND PREMIUM PAYMENT

Your insurance coverage takes effect on the first day of the month following the month in which you enrolled for the Distinction Credit Card Payment Protection Plan.

When you enroll in the Distinction Credit Card Payment Protection Plan, you will receive a 1-month review period. Therefore, you will not be charged a premium until your second month of coverage.

Example

If you enroll in the Distinction Credit Card Payment Protection Plan on August 15, the first premium will be billed when your statement for October will be produced.

PROCEDURE FOR SUBMITTING A CLAIM

Documents for submitting claims can be obtained from the Insurer by calling 1-877-871-7500. You have to submit an application for benefits to the Insurer, along with all supporting documents, as described in the “Claims” section of the certificate of insurance, within 90 days from the insured event.

While the claim is being assessed, the credit card payments have to be made, if applicable.

DISTINCTION CREDIT CARD PAYMENT PROTECTION PLAN

Distinction CCPPP Certificate MCAPD-17

This certificate applies to the Distinction Credit Card Payment Protection Plan (the "Insurance"). This Insurance is optional. If the Insured requests to cancel the insurance within 30 days of the enrolment date, the Insurer will reimburse any premiums paid, if applicable, and the insurance will have never come into effect.

1) GENERAL INFORMATION

a) General definitions

THE FOLLOWING TERMS HAVE SPECIFIC MEANINGS. THEY ARE IMPORTANT AS THEY DEFINE YOUR RIGHTS UNDER THIS CERTIFICATE. PLEASE REFER TO THESE DEFINITIONS AS YOU READ YOUR CERTIFICATE.

Accident:

Bodily injury, certified by a physician, resulting solely and directly from sudden, external, violent and involuntary causes independently of any illness or other causes.

Accidental Dismemberment:

Bodily injury due to an Accident that occurred while the Insurance was in effect and resulting, directly and independently of any illness or other cause, in the loss or loss of use of a limb or an eye of the Insured Person.

Loss of an eye means the total and irreversible loss of vision in one eye, evidenced by the corrected visual acuity being 20/200 or less in that eye, or in the field of vision being less than 20 degrees in that eye; loss of a limb means the complete severance of one or more limbs at or above the wrist or ankle joint. The loss of use of a limb means the total and irreversible loss of muscle function of one or more limbs.

The loss or loss of use must occur within 365 days of the date of the Accident. The loss must persist for 12 months and subsequently be certified irreversible before any benefits can be paid. The Insurance must still be in effect when the diagnosis of loss or loss of use is made.

The diagnosis of loss or loss of use must be made by a Specialist.

Balance:

Outstanding balance shown on the last monthly statement of the Credit Card account issued prior to the Insured Event.

Cancer (Life Threatening):

Definite diagnosis of a tumor, which must be characterized by the uncontrolled growth and spread of malignant cells and the invasion of tissue. Types of Cancer include carcinoma, melanoma, leukemia, lymphoma and sarcoma. The diagnosis of Cancer must be made by a Specialist.

EXCLUSIONS: No benefit will be payable if, within the first 90 days following the Effective Date of Insurance, the Insured Person:

- has presented signs, symptoms or investigations that lead to a diagnosis of cancer (covered or excluded by your insurance certificate), regardless of the date of the diagnosis, or
- has received a diagnosis of cancer (covered or excluded by your insurance certificate).

Medical information about the diagnosis and any signs, symptoms or investigations leading to the diagnosis must be reported to the Insurer within 6 months of the date of the diagnosis. If this information is not provided within this period, the Insurer has the right to deny any claim for cancer or, any critical illness caused by any cancer or its treatment.

No benefit will be payable in the following situations:

- lesions described as benign, pre-malignant, uncertain, borderline, non-invasive, carcinoma in-situ (Tis), or tumors classified as Ta
- malignant melanoma skin cancer that is less than or equal to 1.0 mm in thickness, unless it is ulcerated or is accompanied by lymph node or distant metastasis
- any non-melanoma skin cancer, without lymph node or distant metastasis
- prostate cancer classified as T1a or T1b, without lymph node or distant metastasis
- papillary thyroid cancer or follicular thyroid cancer, or both, that is less than or equal to 2.0 cm in greatest diameter and classified as T1, without lymph node or distant metastasis
- chronic lymphocytic leukemia classified less than Rai stage 1
- malignant gastrointestinal stromal tumors (GIST) and malignant carcinoid tumors, classified less than AJCC Stage 2

For purposes of the Policy, the terms "Tis, Ta, T1a, T1b, T1 and AJCC Stage 2" are to be applied as defined in the American Joint Committee on Cancer (AJCC) Cancer Staging Manual (7th edition, 2010).

For purposes of the Policy, the term "Rai staging" is to be applied as set out in KR Rai, A Sawitsky, EP Cronkite, AD #Chanana, RN Levy and BS Pasternack: Clinical staging of chronic lymphocytic leukemia, Blood 46:219, 1975.

Credit Card:

MasterCard Credit Card issued by the creditor financial institution.

Critical Illness:

Means exclusively the following Critical Illness: Stroke, Cancer (Life-Threatening) and Heart Attack, as set out in the "General Definitions" section.

Disability:

A state of incapacity which prevents the Insured from carrying out the normal duties of his occupation. If an Insured is unemployed at the start of his Disability, the state of incapacity is defined as one which prevents him from carrying out activities considered normal for a person of the same age.

The Disability must be certified by a physician practicing in Canada or the United States, result from an Illness or an Accident suffered while the Insurance was in effect and require continuing medical care. During the Disability, the Insured must not engage in any activity for which he receives monetary compensation.

Effective Date:

First day of the month following the month in which the enrolment was processed and which is stated on the insurance certificate summary.

Heart Attack:

Definite diagnosis of a heart attack resulting from the death of part of the heart muscle due to obstruction of blood flow, that results in a rise and fall of biochemical cardiac markers to levels considered diagnostic of myocardial infarction, with at least one of the following:

- heart attack symptoms
- new electrocardiogram (ECG) changes consistent with a heart attack
- development of new Q waves during or immediately following an intra-arterial cardiac procedure including, but not limited to, coronary angiography and coronary angioplasty.

The diagnosis of heart attack must be made by a Specialist.

EXCLUSIONS: No benefit will be payable in the following situations:

- elevated biochemical cardiac markers as a result of an intra-arterial cardiac procedure including, but not limited to, coronary angiography and coronary angioplasty, in the absence of new Q waves
- ECG changes suggesting a prior myocardial infarction, which do not meet the heart attack definition as described in this certificate.

Illness:

A deterioration in health requiring regular, continuing and curative medical care actively provided by a physician or other practitioner belonging to a health profession corporation. Such care must be considered satisfactory by the Insurer.

Injury:

Bodily injury suffered by the Insured Person and resulting directly and independently of all other causes from an Accident caused by external, violent and fortuitous events, which occurs while the certificate is in effect.

Insured:

The primary Credit cardholder named on the front page.

Insured Event:

Death, accidental death, Critical Illness diagnosis, Accidental Dismemberment, Disability, Involuntary Job Loss, Life Events, which occurs after the Effective Date of the Insurance.

Caution: As of the Insured Person's 71th birthday, only death and accidental death benefits remain in force. As of the Insured Person 80th birthday, only accidental death protection remains in effect.

Insured Person:

Credit Card primary cardholder named on the front page as well as his or her Spouse, provided the Spouse is an authorized user of the Credit Card.

Insurer:

National Bank Life Insurance Company, whose location is at 1100, Robert-Bourassa Blvd, 5th floor, Montreal, Quebec, H3B 2G7.

Involuntary Job Loss:

Any involuntary loss of employment (work disruption by the employer) resulting from a temporary or permanent, individual or mass layoff that is not due to the deliberate action, inaction or desire of the Insured.

Under the terms of the present certificate, the date of the Insured Event is the date of termination of employment.

Life Events:

The eligible Life Events are:

- obtaining of a post-secondary degree (primary cardholder and Spouse)
- wedding (primary cardholder)
- purchase of a primary residence (primary cardholder or Spouse)
- birth or adoption of a child (primary cardholder)
- last mortgage payment (primary cardholder or Spouse)
- retirement (primary cardholder and Spouse) | only one occasion for each

EXCLUSION: No benefit will be payable for a life event that occurs within 30 days of the Effective Date of the Insurance.

Policy:

The group insurance Policy No. MCAPD-17. The insured Person can obtain a copy of the Policy from the Insurer by sending a written request and paying an administrative fee.

Resident:

Any person who resides and is domiciled in Canada and was present there 183 days over the 12 months prior to enrolment in the Insurance.

Specialist:

A valid licensed medical practitioner in Canada or the United States, who has been trained in the specific area of medicine relevant to the covered Critical Illness or Accidental Dismemberment condition for which benefit is being claimed, and who has been certified by a specialty examining board. In the absence or unavailability of a Specialist, and as approved by the Insurer, a condition may be diagnosed by a qualified practitioner practicing in Canada or the United States. Specialist includes, but is not limited to, cardiologist, neurologist, oncologist, ophthalmologist, burn specialist and internist. The Specialist must not be the Insured Person, the spouse, a relative or business associate of the Insured Person or of the spouse.

Spouse:

At the time of claim, the individual legally married to the primary cardholder, or who has been living and having a conjugal relationship with him or her for at least 1 year, and who is an authorized user of the Credit Card with the primary cardholder. Only one person can be regarded as a spouse.

Stroke:

Definite diagnosis of an acute cerebrovascular event caused by intra-cranial thrombosis or haemorrhage, or embolism from an extra-cranial source, with:

- acute onset of new neurological symptoms, and
- new objective neurological deficits on clinical examination,

persisting for more than 30 days following the date of diagnosis. These new symptoms and deficits must be corroborated by diagnostic imaging testing.

The diagnosis of stroke must be made by a Specialist.

EXCLUSIONS: No benefit will be payable in the following situations:

- Transient Ischaemic Attacks
- Intracerebral vascular events due to trauma
- Lacunar infarcts which do not meet the definition of stroke as described above

Sum insured:

Outstanding Balance shown on the last monthly statement of the Credit Card account issued prior to the Insured Event, plus the transactions in process prior to the date of the Insured Event.

In case of death occurring before age 71, the sum insured cannot exceed the lesser of the authorized limit or \$25,000.

In case of death occurring at age 71 or older, the sum insured cannot exceed the lesser of the authorized limit or \$10,000.

In case of accidental death occurring before age of 71, the Insurer will pay the lesser of 2 times the sum insured or \$50,000.

In case of death and accidental death occurring at age 71 or older, the insurer will pay the lesser of the sum insured or \$ 10,000.

This definition does not apply to the Life Event protection. In this case, the Insurer will pay a lump sum of \$100 per eligible Life Event, subject to receipt of the required documents.

Waiting Period:

Uninterrupted period following an Insured Event during which no benefit is payable.

b) Effective date of the Insurance

The Insurance comes into effect on the Effective Date.

c) Amendments or termination

The Insurance can be amended or terminated at any time after the Effective Date by the Insurer by giving the Insured 30 days' prior notice.

d) Premiums

A monthly premium will be charged to your Credit Card account on each statement date, at the rate of \$1.20 (plus applicable taxes) per \$100 of outstanding Balance on the Credit Card account as at the statement date.

From the age of 71 years old, the monthly premium will be reduced to \$0.69 (plus applicable taxes) per \$100 of outstanding Balance on the Credit Card account as at the statement date.

The Insurer reserves the right to amend the premium rate at any time, in which case the new rate will be communicated within applicable regulatory deadlines and applied to all parties insured under this Insurance contract.

The applicable tax rates are available on www.nbc.ca.

e) Payment of benefits

The benefit payable under the Insurance contract will be paid by the Insurer to the creditor financial institution within 60 days of receipt of the claim form, supporting documents and any required information. Any payment made by the Insurer fully releases it from all liability regarding the benefit paid.

f) Cancellation

The Insured may cancel the Insurance contract at any time by notifying the Insurer by phone at 1-877-871-7500 or in writing.

g) Card upgrade or transfer

If, for any reason, the number of your Credit Card is modified, the Insurance will be transferred to the new Credit Card number as soon as we receive a notice from the Bank in this respect.

2) SPECIFIC INFORMATION

a) Eligibility

Only the primary Credit Card holder can enroll in the Insurance.

To be eligible for the Insurance, the primary credit cardholder must, at the time of enrolment:

- be between 18 and 64 years old inclusively; and
- be a Resident of Canada; and
- be a cardholder of a valid Credit Card for which the account is in good standing.

The authorized user is automatically insured if he or she meets the following criteria:

- is between 18 and 64 years old inclusively; and
- is a Resident of Canada; and
- is the Spouse of the primary credit cardholder with the Insurance.

b) Benefit payable

Life insurance (primary credit cardholder and Spouse)

In the event of death of the Insured Person while the Insurance is in effect, the Insurer will credit the Sum Insured to the Credit Card account.

Maximum benefit

If death occurs while the Insured Person is 70 years of age or younger, the benefit may not exceed \$ 25,000.

If death occurs while the Insured Person is between 71 and 79 years of age, the benefit may not exceed \$ 10,000.

Accidental death insurance (primary credit cardholder and Spouse)

In the event of death of the Insured Person from Injuries within 365 days of the date of the Accident causing the Injuries while the Insurance is in effect, the Insurer will credit the Credit Card account:

- twice the Sum Insured, if the accidental death occurs while the Insured Person is 70 years of age or younger;
- the Sum Insured, if the Insured Person is 71 years of age or older.

Maximum benefit

If the accidental death occurs when the Insured Person is 70 years of age or younger, in no case can the benefit exceed \$50,000.

If the accidental death occurs when the person is 71 years old or older, in no case can the benefit exceed \$10,000.

Critical Illness insurance (primary credit cardholder and Spouse)

In case of Critical Illness of the Insured Person occurring while the Insurance is in effect and he or she is 70 years of age or younger, the Insurer will credit the Sum Insured to the Credit Card account, provided the Insured Person survives more than 30 days after the diagnosis. Only one benefit is payable per Insured Person for this protection.

Maximum benefit

In no case can the benefit exceed \$25,000.

Accidental Dismemberment insurance (primary cardholder and Spouse)

In case of Accidental Dismemberment of the Insured Person caused by an Accident that occurred while the Insurance was in effect and he or she was 70 years of age or younger, the Insurer will credit the Sum Insured to the Credit Card account.

Maximum benefit

In no case can the benefit exceed \$25,000.

Disability insurance (primary cardholder only)

In case of Disability of the Insured, aged 70 years old or younger, which persists after the expiry of the applicable Waiting Period and while the Insurance is in effect, the Insurer will pay a monthly benefit equivalent to the greater of 10% of the Sum Insured or \$ 10. The benefit will be credited to the Credit Card account retroactive to the first day of Disability.

Maximum benefit

The total amount of benefits payable cannot exceed the maximum of the lesser of the Sum Insured plus any accrued interest, or \$25,000.

While the application for benefits is assessed by the Insurer, the Insured is required to carry on with his or her Credit Card payments. The benefits will be prorated for each day of Disability that does not fall within a full coverage period.

Waiting period: 30 consecutive days.

Relapse

In the 180 days following the end of a Disability period covered by this Certificate of Insurance, any Disability resulting from the same cause and lasting for at least 7 consecutive days is considered to be a continuation of the same Disability. Otherwise, any subsequent Disability is considered to be a new Injury or Illness and is subject to a Waiting Period.

Involuntary Job Loss (primary cardholder only)

In case of Involuntary Job Loss of the Insured, aged 64 years old or younger, which persists after the expiry of the applicable Waiting Period and while the Insurance is in effect, the Insurer will pay a monthly benefit equivalent to the greater of 10% of the Sum Insured or \$ 10. The benefit will be credited to the Credit Card account retroactive to the first day of the Involuntary Job Loss.

Maximum benefit

The total amount of benefits payable cannot exceed the maximum of the lesser of the Sum Insured plus any accrued interest, or \$25,000.

While the application for benefits is assessed by the Insurer, the Insured is required to carry on with his or her Credit Card payments. The benefits will be prorated for each day of unemployment that does not fall within a full coverage period.

Waiting period: 30 consecutive days.

Life Event Protection (primary cardholder and, for certain events only, Spouse)

When a Life Event occurs while the Insurance is in effect, and the Insured Person is aged 70 years old or younger, the Insurer will credit to the Credit Card account a lump sum of \$100, under receipt of the requested documents.

Maximum benefit

The benefit is payable for one Life Event per civil year for all Insured Persons. The proof of the occurrence of the Life Event must be considered satisfactory by the Insurer.

c) Termination of Insurance benefits

Payment of Disability or Involuntary Job Loss benefits terminates at the first of the following events:

- **Compensated or paid activities:** as soon as the Insured engages in a compensated or paid activity.
- **Credit Card validity:** the date the primary cardholder ceases to have a valid Credit Card with the issuing and creditor financial institution.
- **End of Disability:** the date the Insured is no longer disabled according to the definition of Disability in this certificate.
- **Evidence of insurability not provided:** the Insured fails to present satisfactory evidence to the Insurer or refuses to undergo a medical examination or assessment by a rehabilitation consultant required by the Insurer.
- **Reach of the maximum benefit:** when the total benefits paid reach the maximum benefit payable for the Insured Event.

d) Restrictions and exclusions

Concerning life insurance, accidental death insurance, Critical Illness insurance, Accidental Dismemberment insurance and Disability insurance:

No benefits shall be paid for an Insured Event resulting directly or indirectly from:

1. **Aircraft:** active participation in a flight in an aircraft, whether as a pilot, a member of the crew, an instructor or a student;
2. **Attempted suicide or self-inflicted Injury:** attempted suicide or self-inflicted Injury, regardless of the Insured Person's mental health;
3. **Drugs:** the use of drugs, without a medical prescription;
4. **Pre-existing condition:** the effects of an Illness and/or symptoms or Accident when death, Critical Illness, Accidental Dismemberment or Disability occurs during the 12 months following the Effective Date of the Insurance and for which Illness and/or symptoms, Injury or any related cause, resulting directly or indirectly from the Accident or Illness, the Insured Person, during the 6 months that preceded the Effective Date of the Insurance, had consulted or received treatment from a physician or other health care professional, underwent tests, took medication or was hospitalized;
5. **Riot:** active participation in an uprising, riot or insurrection;
6. **Suicide:** if the death of the Insured Person is due to suicide within the 2 years following the Effective Date of the Insurance or is directly or indirectly related to self-inflicted Injuries, regardless of Insured Person mental health;
7. **War:** war or any act of war, whether or not the Insured Person was involved in it, unless the Insured Person was acting as a member of the Canadian Forces or the Canadian Forces Reserve.

Concerning the Disability insurance only:

No benefits shall be paid for Disability resulting directly or indirectly from:

1. **Alcoholism or drug addiction:** alcoholism or drug addiction. However, benefits may be paid provided the Insured is following a closed treatment program;
2. **Back problems:** back pain, neck pain, dorsalgia or lumbago which is only evidenced by the pain felt by the Insured and where no diagnosis is possible, other than a diagnosis of normal arthrosis due to the Insured's age;
3. **Cosmetic care:** cosmetic treatment or surgery;
4. **Pregnancy:** normal pregnancy;
5. **Psychological and psychiatric disorders, chronic fatigue, depression, anxiety, overwork or professional burnout:** if the Insured is not receiving therapy supervised by a physician specializing in this field.

Concerning the Involuntary Job Loss insurance only:

No monthly benefits shall be paid for Involuntary Job Loss resulting directly or indirectly from any of the following circumstances:

1. the job loss occurred within 30 days of the Insurance application date;
2. the job loss was expected by the Insured at the time the insurance was applied for;
3. the job was temporary, contractual, part-time or seasonal;
4. the Insured was self-employed;
5. strike or lockout;
6. voluntary separation;
7. dismissal;
8. retirement;
9. pregnancy or related medical conditions;
10. fraud or breach of the law.

Concerning Critical Illness insurance only:

This Policy also sets out specific exclusions applicable to each Critical Illness and for which the benefit in the event of Critical Illness diagnosis will not be payable, as indicated in "Stroke", "Cancer (Life Threatening)" and "Heart Attack" sections under "General Definitions".

e) Termination of insurance

This Insurance terminates on the earliest of the following:

1. **Account in good standing:** on the date the Credit Card account ceases to be in good standing as determined by the issuing and creditor financial institution;
2. **Cancellation:** on the first day of the month following the date of voluntarily termination of the Insurance by the Insured by phone at 1-877-871-7500 or a written notice, or of termination of the Insurance contract by the Insurer;
3. **Credit Card validity:** on the date the Insured ceases to have a valid Credit Card with the issuing and creditor financial institution;

4. **Death:** on the date of death of the Insured;
5. **Maximum age:** on the last day of the month in which the Insured Person turns:
 - 65 years old for Involuntary Job Loss;
 - 71 years old for Critical Illness insurance, Accidental Dismemberment insurance, Disability insurance and Life Events protection;
 - 80 years old for life insurance.
6. **Concerning the Critical Illness insurance:** the payment of a benefit for Critical Illness will end the Insurance in case of Critical Illness of the Insured Person.

f) Claim

Any application for benefits with respect to an Insured Event that lasts beyond the applicable Waiting Period, if applicable, must be addressed to the Insurer. The documents required to assess the application will be forwarded to the Insured Person. These documents, along with all supporting documents, must be submitted to the Insurer no later than 90 days from the date the Insured Event took place. After that date, the Insurer will pay benefits only 90 days prior to the date the documents needed were received.

While the application for benefits is assessed by the Insurer, the Insured is required to carry on with his or her minimum Credit Card payments.

The benefits will be prorated for each day of Disability or Involuntary Job Loss that does not fall within a full coverage period.

With respect to any claims for benefits for Life Events protection, all required documents, if applicable, accompanied by proof of claim and any other relevant information, must be forwarded to the Insurer no later than 1 year from the date of the Insured Event.

For the procedure to follow please contact our customer service at 1-877-871-7500. You can also visit the Insurer's website at www.nbc-insurance.ca

g) Duplication of benefits

No benefit paid under this certificate shall include an amount already paid. If more than one Insured Person is eligible at the same time for a benefit payable under this certificate, only one benefit will be paid. Furthermore, if the Insured Person is concurrently eligible for benefits payable under this Policy with respect to more than one coverage, the benefit paid shall be limited to the coverage that is most generous for the Insured Person. As a result, the Insured Person will be entitled to only one benefit at a time.

ADDITIONAL INFORMATION

GENERAL PROVISION: On request, any Insured has the right to obtain a copy of the Insurance certificate, of his application for Insurance, of any statement or document transmitted as proof of insurability and a copy of the group Insurance Policy No.MCAPD-17 (the "Policy").

NON-PARTICIPATING POLICY AND NO DIVIDEND: This is a non-participating Policy and it awards no rights to a share in any profits, earnings surplus and dividend that may be declared or distributed by the Insurer.

LIMITATION OF ACTIONS (LIMITATION PERIOD):

Residents of Alberta, British Columbia and Manitoba

Every action or proceeding against the Insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in *The Insurance Act*.

Residents of Ontario

Every action or proceeding against the Insurer for the recovery of insurance money payable under the contract must be commenced within the time set out in the *Limitations Act, 2002*.

Residents of Quebec

Any action or proceeding against an insurer for the recovery of the sum insured payable under the contract shall be barred by 3 years.

Residents of other provinces

For the applicable limitation periods, consult the regulatory body in your province or your legal counsel.

ACCESS TO PERSONAL INFORMATION

The Insurer has implemented a series of measures to preserve the confidentiality of personal information.

The Insurer will establish an insurance file in which all personal information obtained in connection with the subscription to the Insurance Policy will be placed, as well as information concerning any insurance claims under the Policy. Only employees or agents responsible for underwriting, administration, investigations and claims or the reinsurer, where applicable, will have access to the file.

All files will be kept at the offices of the Insurer or one of its agents. All entitled persons, such as yourself or any person you authorize, may consult the personal information contained in the file and, if need be, request corrections by writing to: National Bank Life Insurance Company, Personal Information Access Officer, 1100 Robert-Bourassa Blvd, 5th Floor, Montreal, Quebec H3B 2G7.

COMPLAINT MANAGEMENT

The client experience is our top priority. No matter what you have to say, we're here to listen and provide assistance. If the service you received didn't live up to your expectations, refer to our complaint management procedure available at the Insurer's website www.nbc-insurance.ca or call our customer service at 1-877-871-7500.

FOR MORE INFORMATION

Contact us at 1-877-871-7500



1100 Robert-Bourassa Blvd., 5th Floor, Montreal, Quebec H3B 2G7

Insurer: National Bank Life Insurance Company
National Bank Insurance is a trademark used by National Bank of Canada and some of its subsidiaries.

CERTIFICATE OF CREDIT INSURANCE - APPENDIX

The Credit Card Payment Protection Plan certificate of insurance you received contains the following additional provisions and incorporates them as an integral part of:

- Certificate of Insurance – *Credit Card Payment Protection Plan*
- Certificate of Insurance – *Credit Card Payment Protection Plan – Distinction*
- Certificate of Insurance – *Credit Card Payment Protection Plan – Autonomy*
- Certificate of Insurance – *Credit Card Payment Protection Plan – 65 +*
- Certificate of Insurance – *Credit Card Payment Protection Plan – Economic Option*

GENERAL PROVISION

Enrolment in the insurance is optional and the insurance can be cancelled at any time. If the insured requests to cancel the insurance within 30 days of the subscription date, the Insurer will reimburse any premiums paid, if applicable, and the insurance will have never come into effect.

On request, any insured or the Bank has the right to obtain, if applicable, a copy of the insurance application, any statement or document submitted as evidence of insurability and the policy.

LIMITATION OF ACTION

Residents of Alberta, British Colombia and Manitoba

Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the *Insurance Act*.

Residents of Ontario

Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in *The Limitations Act, 2002*.

Residents of Quebec

Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within 3 years.

Residents of others provinces and territories

For the applicable time limitation period, please refer to the regulatory agency of your province or consult with you legal counsel.

NON-PARTICIPATING POLICY, NO DIVIDEND

This is a non-participating policy and awards no rights to a share in any profits and earnings surplus that may be declared or distributed by the Insurer or dividends.

COMPLAINT MANAGEMENT

The client experience is our top priority. No matter what you have to say, we're here to listen and provide assistance. If the service you received didn't live up to your expectations, refer to our complaint management procedure available at www.nbc-insurance.ca/ or call our customer service at 1-877-871-7500