

65+ CREDIT CARD PAYMENT PROTECTION PLAN

65+ CCPPP Certificate MCAP65-19

This certificate applies to 65+ Credit Card Payment Protection Plan. This Insurance is optional and may be cancelled at any time. If you cancel the Insurance within 30 days of the enrolment date, we (National Bank Life Insurance Company) will reimburse any premiums paid, and the Insurance will never have been in 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:

An event resulting solely and directly from external, violent, sudden and involuntary causes causing a bodily injury independently from any illness or other cause, certified by a physician.

Balance:

The outstanding balance shown on the last monthly Credit Card statement issued prior to the Insured Event.

Bank:

National Bank of Canada, the issuer and creditor financial institution for the Mastercard Credit Card.

Credit Card:

The Mastercard Credit Card issued by the creditor financial institution.

Effective Date:

The first day of the month following the month in which the application was processed. The Effective Date is stated in the insurance certificate summary.

Illness:

A deterioration in health which requires regular, continuing and curative medical care from a physician or other professional who is a member of an association for healthcare professionals. Such care must be considered satisfactory by the Insurer.

Injury:

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

Insurance:

65+ Credit Card Payment Protection Plan.

Insured:

The primary Credit Card cardholder whose name appears on the front page. The terms "you" and "your" refer to the Insured.

Insured Event:

Death and accidental death that occurs after the Effective Date of the Insurance.

Attention:

- As of the Insured's 80th birthday, only accidental death coverage remains in effect.

Insured Person:

The primary cardholder of the Credit Card whose name appears on the front page as well as his or her Spouse, provided the Spouse is an authorized user of the Credit Card. The terms "you" and "your" are also used to refer to an Insured Person.

Insurer:

National Bank Life Insurance Company, whose place of business is at 1100 Robert Bourassa Blvd., 5th Floor, Montreal, Quebec, H3B 2G7. The terms "we," "us" and "our" refer to the Insurer.

Policy:

Group insurance Policy No. MCAP65-19. The Insured can obtain a copy of the Policy from the Insurer by sending a written request and paying an administrative fee.

Spouse:

At the time of a 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.

Sum Insured:

Equal to the outstanding Balance shown on the last monthly Credit Card statement issued prior to the Insured Event plus any transactions carried out from the statement date up to the day before the Insured Event.

b) Effective Date of the Insurance

The Insurance comes into effect on the Effective Date, which is the first day of the month following the month of enrolment.

c) Amendments or termination

We reserve the right to amend or terminate the Insurance at any time after the Effective Date by giving you 30 days' notice.

d) Premiums

The monthly premium will be charged to your Credit Card account on each statement date, at the rate of \$0.69 (plus applicable taxes) per \$100 of outstanding Balance on your Credit Card account.

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

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

e) Payment of benefits

We will process your claim within 30 days of receiving all the supporting documents required. If all the terms and conditions of the contract have been complied with and your claim is accepted, we will pay the corresponding benefit within the same 30-day period.

Any payment made by the Insurer fully releases it from all liability regarding the benefit paid.

f) Cancellation

You may cancel your Insurance contract at any time by notifying us in writing or by calling us at 1-877-871-7500.

g) Card upgrade or transfer

If for any reason your Credit Card number changes, we will transfer the Insurance to your new Credit Card as soon as the Bank notifies us of the change.

2) SPECIFIC INFORMATION

a) Eligibility

Only the primary cardholder of the Credit Card account can enrol in the Insurance.

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

- be 65 years old or older; and
- be living in Canada; and
- be a cardholder of a valid Credit Card for which the account is in good standing. Your account is in good standing when you comply with the terms of your Credit Card agreement.

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

- is 65 years old or older; and
- is living in Canada; and
- is the Spouse of the primary cardholder of the Credit Card with the Insurance.

b) Benefit payable

Life insurance (primary cardholder and Spouse)

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

Maximum benefit

The benefit may in no case exceed \$10,000.

Accidental death insurance (primary cardholder and Spouse)

In the event of the death of the Insured Person from Injuries within 365 days of the date of the Accident causing the Injuries while the Insurance was in effect, we will credit the Sum Insured to the Credit Card account.

The Accident from which originated the Injuries causing the death of the Insured Person must have occurred while the Insurance is in effect.

Maximum benefit

The benefit may in no case exceed \$10,000.

c) Restrictions and Exclusions

Concerning life insurance and accidental death 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. **Criminal offences:** Injuries suffered while committing or attempting to commit an offence under the Criminal Code;
4. **Drugs:** the use of drugs, without a medical prescription;
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. **Terrorism:** Active participation in an act of terrorism;
8. **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 life insurance

Pre-existing conditions

No benefits will be paid for an Insured Event resulting directly or indirectly from a pre-existing medical condition for which the Insured received medical treatment or advice within the 6-month period preceding the Effective Date of coverage. A pre-existing medical condition can be covered if the Insured has been free of medical treatment and advice with respect to that condition for 6 consecutive months.

d) Claim for benefits

We must be notified of any claim related to an Insured Event. The documents required for studying the claim will then be sent to you. These documents, along with all supporting documents, must be returned to us according to the following time limits:

Time limits for submitting claim documents and supporting documents

Life insurance, accidental death	As soon as it is reasonably possible to do so.
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For information on the procedure to follow, please contact our Customer Service Department at 1-877-871-7500. You can also visit our website at www.nbc-insurance.ca

e) Duplication of benefits

No benefit paid under this certificate shall include an amount already paid. If more than one Insured Person is eligible for the same benefit, only one benefit will be paid.

Furthermore, if an Insured Person is concurrently eligible for benefits under this Policy for 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.

f) Termination of insurance

Coverage will end at the first of the following events:

1. **Maximum age:** On the last day of the month in which you reach the age of:
 - 80 years for life insurance—after your 80th birthday, only your accidental death coverage will remain in effect.
2. **Cancellation:** On the first day of the month following the date when you voluntarily cancel your insurance by notifying us by calling 1-877-871-7500 or in writing; or upon cancellation of the Insurance contract by the Insurer.
3. **Account closed:** On the date the account is cancelled or closed by you or by the Bank.
4. **Account no longer in good standing:** On the date the Credit Card account ceases to be in good standing. Your account is in good standing when you comply with the terms of your Credit Card agreement.
5. **Death:** Upon the death of the primary cardholder, Insurance coverage is terminated for all Insured Persons. Upon the death of the authorized user, the Insurance remains in effect for the primary cardholder.
6. **Card no longer valid:** On the date when the primary cardholder no longer has a valid Credit Card with the Bank.

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. MCAP65-19 (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

We have implemented a series of measures to preserve the confidentiality of personal information.

We 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.

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