



Insurance and Assistance Program 713705-9



Distribution Guide

Distribution Guide

Summary of Insurance Coverage

Purchase Protection and Extended Warranty	<ul style="list-style-type: none">› Purchase protection against theft or breakage 90 days following the date of the item's purchase› Doubles the manufacturer's warranty, up to one additional year› Maximum of \$60,000 for the entire term of the <i>account</i>
Delayed (minimum 6-hour delay), lost, damaged or stolen baggage	Up to \$1,000 per person (up to \$500 for baggage delay)
Accidental Death and Dismemberment Aboard a <i>Common Carrier</i>	Up to \$500,000 for death or <i>loss of use of limbs</i> resulting from an <i>accident</i> on board of a <i>common carrier</i> during a <i>trip</i>

Summary of Assistance Services

Medical and general assistance	Included
Legal assistance	Included

In case of emergency, in order to file a claim or for any information request, contact the *assistance provider*:

- › **From Canada and the U.S.: 1-888-235-2645**
- › **From elsewhere in the world: 514-286-8345**

Purchase protection,
travel insurance and assistance
services provided with your
CAA Rewards[®] Mastercard[®]
credit card

Distribution Guide

Information on Insurance Product and Parties

Name of insurance product:

Purchase protection and travel insurance for
CAA Rewards Mastercard credit cards,
group insurance policy no. 713705 (Schedule A
Certificate no. 9)/713705-9

Type of insurance product:

Purchase insurance and extended warranty and travel
insurance (group insurance)

**Assistance
provider contact
information**
(mandated by
the insurer to
assist with claims,
provide assistance
services and
provide consulting
services)

CanAssistance Inc.
550 Sherbrooke Street West
Suite B-9
Montreal, Quebec H3A 3S3
Canada and the U.S.:
1-888-235-2645
Elsewhere in the world (call collect):
514-286-8345

<p>Insurer contact information (except residents of Alberta)</p>	<p>National Bank Life Insurance Company 1100 Robert-Bourassa Blvd. 5th Floor Montreal, Quebec H3B 2G7 Montreal: 514-871-7500 Toll-free: 1-877-871-7500 nbc-insurance.ca insurance@nbc.ca</p>
<p>Insurer contact information (residents of Alberta)</p>	<p>Canassurance, Insurance Company 550 Sherbrooke Street West Suite B-9 Montreal, Quebec H3A 3S3 Montreal: 514-286-7686 Toll-free: 1-877-986-7681 qc.croixbleue.ca</p>
<p>Policyholder and distributor contact information</p>	<p>National Bank of Canada 600 De La Gauchetière Street West Montreal, Quebec H3B 4L2 Montreal: 514-394-5555 Toll-free: 1-888-483-5628</p>

IMPORTANT CAREFULLY READ THE FOLLOWING

The purpose of *Purchase Protection and Travel Insurance* is to cover the damages resulting from sudden and unforeseeable events. It is important that you read and understand this guide before you travel, because your coverage may include restrictions or exclusions.

Your medical history may be examined if you file a claim following an *accident* or an injury.

If your insurance includes the services of an *assistance provider*, you may need to contact the provider's service center before undergoing medical treatment. Your coverage may include restrictions on benefits if the *assistance provider* was not contacted within a specified time limit.

This guide contains clauses which may limit the claimable amount when a claim is filed.

Furthermore, the *Purchase Protection and Travel Insurance* and any associated coverage is valid until the earliest of the following dates:

- › the date the *account* is cancelled or closed by the *Bank*
- › the date the *account* is closed at the request of the *primary cardholder* or
- › the date the *Purchase Protection and Travel Insurance* is cancelled or suspended by the *Bank* following a prior written notice of at least 90 days to the *primary cardholder* advising the *primary cardholder* to pay the minimum balance on the *card*

CAREFULLY READ THIS GUIDE UPON RECEPTION

The Autorité des marchés financiers (AMF) does not guarantee the quality of the insurance product offered in this guide. The insurer for the Province of Quebec is solely responsible for any discrepancies between the wording of the guide and the wording of the Group Insurance Policy.

Table of Contents

Purchase Protection and Travel Insurance	08
1. Definitions and Introduction.....	08
a) Definitions	08
b) Introduction.....	11
2. Description of Purchase Protection and Travel Insurance Product	12
a) Type and duration of coverage	12
b) General Warning	13
3. Purchase Protection and Extended Warranty	15
a) Special Terms and Conditions.....	15
b) CAUTION – Exclusions, Limitations and Reductions	16
c) Filing a Claim	18
4. Delayed, Lost, Damaged or Stolen Baggage	20
a) Special Terms and Conditions.....	20
b) CAUTION – Exclusions, Limitations and Reductions	21
c) Filing a Claim	22
5. Accidental Death and Dismemberment Aboard a Common Carrier	24
a) Special Terms and Conditions.....	24
b) CAUTION – Exclusions, Limitations and Reductions	26
c) Filing a Claim	27
6. General Terms and Conditions.....	28
7. Similar insurance products	31
8. Insurer’s deadline for replying after receiving a claim	31
9. Autorité des marchés financiers contact information	31

Purchase Protection and Travel Insurance

1. Definitions and Introduction

Rules of Interpretation:

1. **Provinces:** Provinces include territories.
2. **Gender and number:** Unless the context requires otherwise, words in one gender include all genders and words in singular include the plural and vice versa.

a) Definitions

Words in *italics* in the present document have the following meanings.

Accident: A sudden, unintentional and unforeseen event that directly and independently of all other causes results in damage, loss or injury.

Account: The account associated with the *card* issued to the *cardholder* by the *Bank*.

Act of terrorism: Action or threat intended to intimidate or terrorize a population, group or government based on politics, ethnicity, ideology or religion. Terrorism may include the following acts (or threat thereof): destruction of property, kidnapping, actions causing injury or death and hijacking. Wars (declared or undeclared), invasions, hostilities between nations, civil wars, rebellions, insurrections and coups are not considered acts of terrorism.

Assistance provider: Any company mandated by the insurer to receive claims and assistance service requests.

Authorized user: A natural person to whom a *card* associated with the *card* account of a *primary cardholder* has been issued, at the request of the *primary cardholder*.

Bank or Distributor: National Bank of Canada is both the policyholder for group insurance policy no. 713705 issued effective September 1, 2017, for the *Purchase Protection and Travel Insurance* product and the Distributor of the product.

Card: The CAA Rewards Mastercard credit card provided to the *cardholder* by the *Bank*.

Cardholder: The natural person residing in Canada who is the *primary cardholder* or an *authorized user* on the account associated with a *card* issued by the *Bank*.

Common carrier: Any land, air or water conveyance operated by an entity legally authorized to transport *passengers* for pay, which accepts all members of the public who wish to travel as long as there is space on board and to which access cannot legally be refused.

Dependent child: Child of the *cardholder* or the *cardholder's spouse* that is at least 30 days old. The child must also meet one of the following conditions:

- › be under 21 years of age
- › be under 25 years of age and enrolled in full-time studies at an educational institution
- › require support for basic needs due to a mental or physical disability

Hospital: A registered facility licensed to provide medical care in the country where it is located. To be considered a hospital, the facility must meet the following criteria:

- › provide care and treatment to injured or sick individuals, both as inpatients and outpatients
- › have at least one *physician* or registered nurse present at all times
- › have an operating room, laboratory and diagnostic equipment

The following facilities are not considered hospitals:

- › facilities licensed or used principally as a clinic
- › extended care facilities, continuing care centres or the continuing care unit of a hospital
- › rest homes or convalescent homes
- › health resorts or nursing homes
- › drug or alcohol treatment centres

Hospitalization: Admission to a *hospital* as an inpatient to receive preventative, diagnostic or medical care. Day surgery is also considered a hospitalization. A *hospital* stay for convalescent or rehabilitation care is not considered a hospitalization.

Insured: The *cardholder* and *spouse* or any *dependent child* travelling with the *cardholder* on a *trip* or child born during a *trip* in the first 32 weeks of pregnancy, travelling as a *passenger* aboard a *common carrier*.

Insurer: For Alberta residents, the insurer is Canassurance, Insurance Company. For residents of all other provinces and territories, the insurer is National Bank Life Insurance Company.

Loss of a limb: The following events constitute the loss of one limb:

- › complete severance at or above the wrist or *loss of use* of a hand or arm
- › complete severance at or above the ankle or *loss of use* of a foot or leg
- › complete and irrecoverable loss of sight in one eye
- › complete and irrecoverable loss of hearing in both ears
- › complete and irrecoverable loss of ability to utter intelligible sounds

Loss of thumb and loss of index finger: Complete severance at or above the first phalanx.

Loss of use (of a limb): Complete and irrecoverable loss of the use of a limb that continues over a period of 12 months and is considered permanent.

Mysterious disappearance: Loss of an object without reasonable evidence of theft.

Passenger: Person riding in, boarding or disembarking from a *common carrier* not in the capacity of a pilot, driver, operator or crew member.

Physician: Person who is not the *insured*, is not a family member of the *insured* and is licensed to practice medicine in the country where medical care is administered.

Primary cardholder: The natural person residing in Canada who is the *account* holder and whose name appears on the *account* statements issued by the *Bank*.

Proof of purchase: Receipt (or bill) from a vendor along with the *cardholder* copy of the Mastercard sales slip.

Purchase price: The total cost of an article, including taxes, indicated on the Mastercard sales slip. The cost of service or warranties for the article is not included in the purchase price.

Purchase Protection and Travel Insurance: The Purchase Protection and Travel Insurance product offered by the *insurer* and distributed by the *Distributor* with the *card* under policy no. 713705 issued by the *insurer*.

Spouse: The person married to or in a civil union with the *cardholder* or living in a conjugal relationship with the *cardholder* for over 1 year. This person can no longer be considered a spouse if the union has been legally dissolved or this person has been living separately from the *cardholder* for more than 3 months.

Travel companion: Individual who accompanies the *cardholder* for the entire duration of the *trip*.

Trip: A one-time period of travel outside of the province of residence for recreational or business purposes.

b) Introduction

The purpose of a distribution guide is to provide details about the insurance product in plain English. It should help you decide if the insurance coverage meets your needs in the absence of an insurance representative. Keep this guide in a safe place for future reference.

Warning: Exclusions and limitations apply to this coverage. Carefully read this document to ensure you understand the exclusions and limitations and verify if coverage is adequate or if you need to purchase additional coverage.

Terms in this guide formatted in *italics* have a specific meaning. They are explained in the “Definitions” section above.

2. Description of Purchase Protection and Travel Insurance Product

a) Type and duration of coverage

The *Purchase Protection and Travel Insurance* provided with your *card* at no extra requirement or cost includes the following 3 types of coverage:

✓ Purchase Protection and Extended Warranty	In the event of theft or breakage & extended warranty on new items purchased with your <i>card</i>
✓ Delayed, Lost, Damaged or Stolen Baggage	In the event of delayed, lost, damaged or stolen baggage during a <i>trip</i>
✓ Accidental Death and Dismemberment Aboard a Common Carrier	In the event of death or <i>loss</i> or <i>loss of use of a limb</i> resulting from an <i>accident</i> on board of a <i>common carrier</i> during a <i>trip</i>

Termination of coverage

The *Purchase Protection and Travel Insurance* and any associated coverage is valid until the earliest of the following dates:

- › date that the *account* is cancelled or closed by the *Bank*
- › date that the *account* is closed at the request of the *primary cardholder*
- › date that the *Purchase Protection and Travel Insurance* is cancelled or suspended by the *Bank* following mailing of not less than 90 days' prior written notice to the *primary cardholder*

The *Purchase Protection and Travel Insurance* contains exclusions, including certain activities for which no benefit is payable. See section b) Exclusions, Limitations and Reductions for each type of coverage.

Carefully read the information about each type of coverage below.

b) General Warning

Claims are only payable if the *Purchase Protection and Travel Insurance* is in effect at the time of the event for which a claim is made.

Multiple Coverage

If the *insured* has other individual or group insurance providing the same coverage as the *Purchase Protection and Travel Insurance* (excluding Accidental Death and Dismemberment coverage aboard a *common carrier*), the payment of benefits under the *Purchase Protection and Travel Insurance* plan will be coordinated with the other insurer such that the total amount of the benefit does not exceed the amount claimed. Regardless of any similar clause that may be contained in other insurance contracts, the *insured* will not be entitled to payment of any amounts hereunder until the *insured* has claimed the maximum benefit available under the other insurance coverage. The *insurer* may ask the *cardholder* to provide proof of a claim filed with other insurers.

Benefits payable by the *insurer* under the *Purchase Protection and Travel Insurance* will be reduced by the amount reimbursed, paid or assumed by another party¹. The *Purchase Protection and Travel Insurance* cannot be used to reduce the liability of any person or party implicated in the event giving rise to a claim.

(Continued on next page)

¹ For example, a carrier or its insurance provider, an accommodation facility or its insurance provider, a compensation fund (such as the OPC) or a public health or hospital insurance plan or any other government program.

(Continued from page 13)

**Failure to Provide Requested Proof
or Documentation**

The *insurer* can refuse claims under the *Purchase Protection and Travel Insurance* if the *insured* does not submit the insurance claim form or supporting proof within the applicable time limit, unless it is not reasonably possible to do so.

Unapproved Expenses

The *insurer* can deny any claim under the *Purchase Protection and Travel Insurance* for expenses that were not approved in advance by the *assistance provider*. As soon as you are aware of an event which could lead to a claim, you must contact the *assistance provider* using the following contact information:

CanAssistance Inc.

550 Sherbrooke Street West, Suite B-9

Montreal, Quebec H3A 3S3

From Canada and the U.S.: 1-888-235-2645

From elsewhere in the world: 514-286-8345

3. Purchase Protection and Extended Warranty

a) Special Terms and Conditions

Covered Items and Risks

Eligible movable property (property that can be moved) purchased by the *cardholder* and paid entirely for with the *card* or rewards points earned with the *card*.

Purchase protection	New items are covered for theft in Canada and breakage for 90 days after purchase.
Extended warranty	Doubles the warranty period for new items covered by an original manufacturer's warranty valid in Canada. The warranty can be extended for a maximum of 1 year after the end of the original manufacturer's warranty. If the original warranty is longer than 5 years, the <i>cardholder</i> must contact the <i>assistance provider</i> to register the purchase.

Benefit Amount

Benefits for covered items are limited to the *purchase price* charged to the *account* or the item's portion of the *purchase price* charged to the *account* if it was part of a set of movable property. The *insurer* will pay a **maximum of \$60,000 of the *Purchase Protection and Extended Warranty* benefits for the entire term that the *account* is active.**

Recipient of Benefits

The *insurer* can decide to repair or replace the covered item or refund the *purchase price*. Benefits will be paid to the *cardholder* by the *insurer*. If the *insurer* decides to repair the covered item, the type of repair and service provider will be chosen by the *insurer*.

Deductibles

None

b) CAUTION – Exclusions, Limitations and Reductions

(i) Items not covered	
Purchases	Extended warranty
<ul style="list-style-type: none">› traveller's cheques, gift cards, currency, tickets, ingots and documents of title or other negotiable instruments› animals, living plants or perishable products and consumables› electronic tablets, mobile devices, portable computers and software› heat pumps and other heating or cooling appliances› automotive vehicles, motorboats, aircraft, motorcycles, scooters, snowplows, lawn mowers, golf carts, lawn tractors and all other motorized vehicles (except miniature electric vehicles for children) and their parts and accessories› mail order purchases up to delivery and acceptance of the item by the <i>cardholder</i>› drones and other remote-controlled aerial devices	<ul style="list-style-type: none">› previously owned or used items› automotive vehicles, motorboats, aircraft, motorcycles, scooters, snowplows, lawn mowers, golf carts, lawn tractors and all other motorized vehicles (except miniature electric vehicles for children) and their parts and accessories› heat pumps and other heating or cooling appliances› items purchased for a business or for commercial use

(ii) Circumstances under which no benefit is payable

Purchases	Extended warranty
<ul style="list-style-type: none">› theft of jewellery stowed in baggage (except in hand luggage supervised by the <i>cardholder</i>)› damage to sports equipment due to use› fraud or attempted fraud› a criminal act, an attempted criminal act or participation in a criminal act› misuse of the item, including professional use of an item intended for personal use› use of items purchased for a business or for commercial use› hostilities of any kind (including war, invasion, insurrection and <i>acts of terrorism</i>)› confiscation by authorities, contraband or illegal activities› normal wear and tear› earthquake, nuclear contamination or flood› <i>mysterious disappearance</i>› damage caused by corrosion or mould› damage caused by insects or animals	<p>The extended warranty applies only to essential parts and labour to repair a mechanical breakdown or defect of the covered item or any other event expressly covered under the original manufacturer's warranty valid in Canada.</p>

(iii) Reasonable precautions and use	
Purchases	Extended warranty
<p>The <i>cardholder</i>, or the owner of the item if it was a gift from the <i>cardholder</i>, must take all reasonable measures to prevent breakage to the item. The <i>cardholder</i> must also take reasonable measures to prevent the item from being stolen.</p>	
(iv) Damages caused by a covered item	
Purchases	Extended warranty
<p>Coverage does not include claims for personal injury, property damage, indirect, punitive or exemplary damages or legal fees, even if directly or indirectly caused by a covered item.</p>	

c) Filing a Claim

NOTE: The *cardholder* must immediately notify police of a theft or act of vandalism and obtain a report.

Prerequisites	Save the original <i>proof of purchase</i> and manufacturer's warranty.
Step 1	Call CanAssistance Inc. at 1-888-235-2645 to report the event as soon as it happens or as soon as reasonably possible.
Step 2	Fill out the claim form that you will receive from the <i>assistance provider</i> and forward it to the <i>insurer</i> as soon as possible, ideally within 90 days of the event, failing which the <i>insurer</i> may deny your claim if the <i>insurer</i> was not informed of the loss and is thereby prejudiced.

Step 3

Provide the *insurer* with the following support documents as soon as possible, ideally within 90 days of the event, failing which the *insurer* may deny your claim if the *insurer* did not receive the necessary proof and information and is thereby prejudiced:

- › *proof of purchase*
- › original manufacturer's warranty
- › police, fire or claims adjuster report
- › any documentation required by the *insurer* concerning the purchase of the item, the event, the circumstances surrounding the breakage or theft, the cost of repairs or replacement
- › any information deemed necessary by the *insurer*

If it accepts the claim, the *insurer* will pay, replace or reimburse the item *purchase price* within 60 days of receiving all the documents required by the *insurer* in support of the claim. If the *insurer* so wishes, it may ask the *cardholder* to send the broken item. The *cardholder* will be responsible for shipping fees. If the *insurer* rejects the claim, it will notify the *cardholder* within 60 days of receiving all documents required by the *insurer* in support of the claim.

IF A CARDHOLDER KNOWINGLY MAKES A CLAIM WHICH IS FALSE OR FRAUDULENT IN ANY WAY, SUCH CARDHOLDER SHALL NOT BE ELIGIBLE FOR THE BENEFITS OF SUCH COVERAGE AND FOR THE PAYMENT OF THE CLAIM SUBMITTED UNDER THIS COVERAGE.

4. Delayed, Lost, Damaged or Stolen Baggage

a) Special Terms and Conditions

Covered Persons

The *cardholder* and his *travel companions*.

Covered Items and Risks

The *cardholder* and *travel companions* are covered for delayed, lost, damaged or stolen baggage provided that a portion or the entire cost of the *trip* was **charged to the *account*** prior to departure.

Amount of Benefits

The **maximum benefit** payable for delayed, lost, damaged or stolen baggage is **\$1,000 per person per *trip***.

- › **Delayed baggage:** If the total cost of a *common carrier* journey during a *trip* was **charged to the *account*** and baggage checked with the carrier is delayed 6 hours or more before the scheduled date of return, the *insurer* will reimburse any essential purchases (including clothing and toiletries), **up to a maximum of \$500 per person**.
- › **Lost, damaged or stolen baggage:** The benefit payable is limited to the cost of the item, **up to a maximum of \$250 per item**. If the lost, damaged or stolen item is part of a collection or a set, only the value of the individual item is covered. Replacement fees for lost, damaged or stolen travel documents required for the *trip* (e.g., passport, driving permit, birth certificate or travel visa) are covered in **aggregate up to a total of \$50**.

Recipient of Benefits

Benefits will be paid to the *cardholder* by the *insurer*. However, the *insurer* reserves the right to directly compensate any *travel companion* that suffers a loss covered under the insurance.

Deductibles

None

Coverage Period

Coverage is valid from departure until the return from the *trip*.

If the delivery of checked baggage is delayed until after the date of return from the *trip*, damage coverage is valid until the baggage is delivered or declared lost or stolen.

b) CAUTION – Exclusions, Limitations and Reductions

(i) Items not covered:

- › **automotive vehicles, motorboats or other vehicles, their parts and accessories and bicycles (unless checked as baggage with the carrier)**
- › **furniture and accessories**
- › **glasses, contact lenses, dental prosthetics or devices, orthotics and artificial limbs**
- › **traveller's cheques, gift cards, currency, tickets, precious stones, ingots and documents of title or other negotiable instruments**
- › **professional or commercial property or equipment**
- › **antiques or collectibles**
- › **perfumes or cosmetics**
- › **animals and living plants or perishable products and consumables**
- › **electronic tablets, mobile devices, portable computers and software**
- › **photography equipment: cameras or photo, video or audio accessories**
- › **articles not customarily stored in baggage**

Damage to fragile items is not covered except in the case of fire or vandalism.

(ii) Circumstances under which no benefit is payable:

- › fraud, confiscation by authorities, contraband or illegal activities
- › a criminal act, an attempted criminal act or participation in a criminal act
- › hostilities of any kind: wars (declared or not), invasions, rebellions or insurrections
- › normal wear and tear
- › damage caused by insects or animals
- › *mysterious disappearance*, except in cases where baggage was checked with a carrier
- › earthquake, nuclear contamination or flood
- › any event resulting from negligence on the part of the *cardholder* or his *travel companions* (e.g., theft of baggage left in an unlocked vehicle or residence) or if reasonable measures to reclaim the baggage after noticing it was lost were not taken

(iii) Limitation:

Any number of items made of silver, gold or platinum and watches are collectively considered as one item, covered up to \$250.

c) Filing a Claim

Step 1	Call CanAssistance Inc. at 1-888-235-2645 to report the event covered by the insurance.
Step 2	Fill out a claim form that you will receive from the <i>assistance provider</i> and forward it to the <i>insurer</i> as soon as possible, ideally within 90 days of the event, failing which the <i>insurer</i> may deny your claim if the <i>insurer</i> was not informed of the loss and is thereby prejudiced.

Step 3

Provide the *insurer* with the following required and support documents as soon as possible, ideally within 90 days of the event, failing which the *insurer* may deny your claim if the *insurer* did not receive such required and support documents and is thereby prejudiced:

- › police report, if required
- › written confirmation of the event by the carrier, accommodation or tour guide
- › proof of the value of the damaged, lost or stolen items
- › receipts for essential purchases
- › any other proof required by the *insurer*

Damaged items can be repaired, reimbursed or replaced at the *insurer's* discretion within 60 days of receiving all the documents required by the *insurer* in support of the claim. If the *insurer* so wishes, it may ask the *cardholder* to send the damaged article to the *insurer*. The *cardholder* is responsible for paying any shipping costs.

If the *insurer* rejects the claim, it will notify the *cardholder* within 60 days of receiving all the documents required by the *insurer* in support of the claim.

IF A CARDHOLDER KNOWINGLY MAKES A CLAIM WHICH IS FALSE OR FRAUDULENT IN ANY WAY, SUCH CARDHOLDER SHALL NOT BE ELIGIBLE FOR THE BENEFITS OF SUCH COVERAGE AND FOR THE PAYMENT OF THE CLAIM SUBMITTED UNDER THIS COVERAGE.

5. Accidental Death and Dismemberment Aboard a Common Carrier

a) Special Terms and Conditions

Insured Persons

Insureds are: the *cardholder*, a *spouse* travelling with the *cardholder* and any accompanying *dependent child* or child born during a *trip* in the first 32 weeks of a pregnancy travelling as a passenger aboard a *common carrier*.

Travel with a *common carrier* by the *insured* during a *trip* is covered as an eligible journey, if at least a portion of the fare was charged to the *account* or paid for with rewards points earned with the *card* (for the purposes of this coverage, such travel is referred to in this section as “eligible travel”).

Coverage and Benefits

Benefits will be paid by the *insurer* in the event of the death of the *insured* or the *loss* or *loss of use of a limb* (as specified in the table below) resulting from an *accident* that occurs while the *insured* is a *passenger* aboard a *common carrier* during an eligible travel.

Loss of life	\$500,000
<i>Loss or loss of use of two or more limbs</i>	\$500,000
<i>Loss or loss of use of one limb</i>	\$250,000
<i>Loss or loss of use of the thumb and index finger on one hand</i>	\$125,000

To be eligible, the loss of life or the *loss of (or loss of use of) a limb* must be caused by the *accident* and must occur within 365 days following same.

Hospitalization Benefit

In the event of the *insured's hospitalization* for at least 7 consecutive days following an *accident* resulting in the payment of any of the benefits set out in the above table, the *insurer* shall pay a benefit. The amount of said benefit shall be \$33 per day of *hospitalization* and shall be payable for a maximum of 365 days per *accident*.

To be covered, the days of *hospitalization* must occur within 365 days following the *accident*.

Coverage Period

Coverage is valid from the time that the *insured* boards a *common carrier* and ends once he disembarks from the *common carrier*.

Disappearance of Insureds

In the event of the disappearance of the *insured* following the wrecking, sinking or disappearance of a *common carrier* in which he was a *passenger*, the *insured* will be presumed dead if the body is not recovered within one year following the *accident*, unless there is evidence or a judgement confirming an alternate date of death.

Recipient of Benefits

Benefits payable by the *insurer* will be paid to the *cardholder*. In the event of the *cardholder's* death, benefits will be paid to his estate. However, the *insurer* reserves the right to directly compensate any other person that suffers a loss covered under the insurance.

b) CAUTION – Exclusions, Limitations and Reductions

(i) Circumstances under which no benefit is payable:
No benefit is payable if the event that leads to the claim is directly or indirectly related to:

- 1) suicide, attempted suicide or self-inflicted injury, regardless of the mental state of the *insured*
- 2) war (declared or undeclared), invasion, hostilities between nations, civil war, rebellion, insurrection, coup or *act of terrorism*
- 3) injury sustained by the *insured* riding in a *common carrier* in a capacity other than as *passenger*
- 4) injury sustained while riding in a *common carrier* that wasn't itself involved in an *accident*
- 5) a criminal act, an attempted criminal act or participation in a criminal act

(ii) Limitation:

The total benefits paid by the *insurer* to an *insured* for a single *accident*, in one or more payments, cannot exceed \$500,000. The total benefits paid by the *insurer* for a single *accident* cannot exceed \$10,000,000 for all *insureds*. Benefits paid to *insureds* will be proportionately reduced to these maximum amounts.

c) Filing a Claim

Step 1	Call CanAssistance Inc. at 1-888-235-2645 to report the event covered by the insurance.
Step 2	Fill out the claim form that you will receive from the <i>assistance provider</i> and return it within 45 days of the event, unless it is not reasonably possible to do so.
Step 3	Provide the following required documents: <ul style="list-style-type: none">› police report, if required› written confirmation of the event from the <i>common carrier</i>› any other documentation required by the <i>insurer</i> concerning the circumstances surrounding the <i>accident</i> and the resulting injuries
	If the <i>insurer</i> accepts the claim, it will pay the benefit within 60 days of receiving all documents requested by the <i>insurer</i> in support of the claim. If the <i>insurer</i> rejects the claim, it will notify the <i>cardholder</i> within 60 days of receiving all documents required by the <i>insurer</i> in support of the claim.

IF THE *INSURED* KNOWINGLY MAKES A CLAIM WHICH IS FALSE OR FRAUDULENT IN ANY WAY, SUCH *INSURED* SHALL NOT BE ELIGIBLE FOR THE BENEFITS OF SUCH COVERAGE AND FOR THE PAYMENT OF THE CLAIM SUBMITTED UNDER THIS COVERAGE.

6. General Terms and Conditions

I Currency

Amounts payable under the terms of the group *Purchase Protection and Travel Insurance* policy by the *insurer* or to the *insurer* will be in Canadian dollars.

II Interest

Benefits paid under the terms of the group *Purchase Protection and Travel Insurance* policy do not earn interest.

III Fraud or attempted fraud

If the *cardholder* or the *insured* knowingly makes a claim which is false or fraudulent in any way, such *cardholder* or *insured* shall not be eligible for the benefits and for the payment of the claim under the coverage in respect of which a claim is submitted. Fraud or attempted fraud includes, but is not limited to, the deliberate misrepresentation of facts or circumstances surrounding a claim.

IV Subrogation

The *insurer* reserves the right of action against any third party responsible for damages that lead to a claim. The *insurer* will be responsible for legal fees and will receive any compensation payable by the third party, up to the maximum amount of the claim. The *insured* must submit any documents required by the *insurer* to take action for damages. The *insured* retains the right to take action against the third party for compensation in addition to benefits paid by the *insurer*.

V Changes to the guide

Changes to the present guide are only valid and applicable if confirmed in writing by the *insurer* to the *Bank*. The *cardholder* cannot make changes to the *Purchase Protection and Travel Insurance* policy. The coverage was negotiated and concluded between the *insurer* and the *Bank* to be included with the *card* without any other requirement or charge.

VI Quality and availability of care

The *insurer* and *assistance provider* are not responsible if care is difficult or impossible to obtain or for the quality of care received.

VII Complaints and appeals

The *insured* can file a complaint against the *insurer* or appeal a decision by the *insurer* concerning a claim by contacting the *insurer*. The deadline to appeal a decision is set out in section VIII.

Residents of provinces and territories except Alberta:

National Bank Life Insurance Company

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

Tel.: **1-877-871-7500**

Residents of Alberta:

Canassurance, Insurance Company

550 Sherbrooke Street West, Suite B-9
Montreal, Quebec H3A 3S3

Tel.: **1-877-986-7681**

If the *insurer* has not responded to your complaint or if you are not satisfied and would like to take your case further, you can, at your discretion and concurrently:

- (i) ask your *insurer* to review your file
- (ii) contact your legal counsel
- (iii) contact one of the following organizations:

Residents of Quebec:

Contact the Autorité des Marchés Financiers (AMF). The contact information for the AMF is found in the Autorité des marchés financiers contact information section below.

Residents of all provinces and territories except Quebec:

Contact:

The OmbudService for Life & Health Insurance (OLHI)

401 Bay Street, Suite 1507, P.O. Box 7
Toronto, Ontario M5H 2Y4

Toll-free within Canada: **1-888-295-8112**

In Toronto: **416-777-9002**

Website: **olhi.ca**

VIII Limitation of action (clauses only applicable to residents of certain provinces)

For residents of Alberta, British Columbia 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*.

For 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*.

For 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.

For residents of other provinces:

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

IX Copy of the group Purchase Protection and Travel Insurance policy

Upon request to the *assistance provider* or the *insurer*, the *cardholder* may obtain a copy of the group *Purchase Protection and Travel Insurance* policy.

X Access to personal information

The *insurer* will establish an insurance file to preserve any information about claims. Your file will be kept in the *insurer's* offices. The *insured* will be entitled to have access to the personal information contained in his file and, if applicable, have it corrected. For more information, consult the privacy policy of the *insurer* which is available online at **nbc-insurance.ca**.

7. Similar insurance products

Other insurance products offer the same coverage as the Purchase Protection and Travel Insurance described in this guide. There are also products that offer coverage to supplement the Purchase Protection and Travel Insurance.

8. Insurer's deadline for replying after receiving a claim

Usually, the *insurer* will communicate to the *cardholder* or the *insured* its decision on whether benefits are payable or not within 60 days after it receives all requested documents. Once the *insurer* decides to approve a claim, it must be paid within the same 60 days following the receipt of all the requested documents.

9. Autorité des marchés financiers contact information

For more information about the *insurer's* and *distributor's* obligations within the Province of Quebec, contact the Autorité des marchés financiers:

Autorité des marchés financiers

Place de la Cité, Cominar Tower
2640 Laurier Blvd., 4th Floor
Quebec City, Quebec G1V 5C1

Quebec City: **418-525-0337**

Montreal: **514-395-0337**

Elsewhere in Quebec: **1-877-525-0337**

Fax: **418-525-9512**

Website: **lautorite.qc.ca**

Assistance

Words in *italics* in the present document have the meanings described in section 1 of the Distribution Guide.

Persons eligible for assistance:

Covered persons are: the *cardholder*, a *spouse* travelling with the *cardholder* and any accompanying *dependent child* or child born during a *trip* in the first 32 weeks of a pregnancy.

The assistance services do not include insurance benefits. Emergency money transfers are limited to the available credit on the *account*, **up to a maximum of \$5,000.**

Amounts paid or transferred by the *assistance provider* will be charged to the *cardholder's account*. If emergency funds cannot be charged to the *account*, the *assistance provider* will endeavour to make necessary arrangements with friends and family.

The *assistance provider* is not responsible if assistance is difficult or impossible to obtain or for the quality of assistance received.

Assistance services are not available in countries considered at high risk by the *assistance provider*. The *assistance provider* will share its list of high risk countries upon request.

The *assistance provider* may request any information required to properly identify the *cardholder*.

Call the *assistance provider* for 24-hour service, 7 days a week, free of charge:

CanAssistance Inc.

1-888-235-2645 (in the United States and Canada)
514-286-8345 (elsewhere in the world)

1. General and Medical Assistance

Assistance services:

If the covered person suffers an *accident* during a *trip* that requires medical attention from a *physician* or *hospitalization*, the *assistance provider* will provide him with the following assistance services:

- › referral to a clinic or *hospital* and transfer of funds to the *hospital* (at the *cardholder's* expense) if adequate credit is available on the *account*
- › ensure follow-up of the medical file and contact with his family doctor
- › arrangements for *dependent children* to return to the place of residence following the *hospitalization* of a parent (at the *cardholder's* expense) if adequate credit is available on the *account*
- › delivery of urgent messages
- › interpretation services for emergency telephone calls
- › handling of formalities following a death
- › assistance for lost or stolen identity documents (limited to contacting appropriate authorities)
- › information on embassies and consulates
- › pre-*trip* information (visas and vaccines)
- › assistance with the claims process for the public health insurance of the province of residence

Emergency Transfer Service:

In the event of a loss or theft during a *trip*, the covered person can call the *assistance provider* to have funds transferred to the *account* **(up to the available credit on the *account* or a maximum of \$5,000).**

Replacement of lost documents or tickets

The *assistance provider* will help the covered person replace tickets or other essential travel documents that are lost or stolen during a *trip*. Replacement fees will be charged to the *account*.

Lost baggage

The *assistance provider* will help the covered person locate or replace baggage or personal effects that are lost or stolen during a *trip*. Fees to locate or replace these items will be charged to the *account* **(up to the available credit on the account or a maximum of \$5,000)**.

2. Legal Assistance

The covered person has access to legal assistance if required during a *trip*. The *assistance provider* will provide the following types of legal assistance:

- › referral to a lawyer or legal advisor to provide local legal counsel or representation
- › if the covered person is arrested, support with the bail process or payment of legal fees, or both. All amounts will be charged to the *account*

® MASTERCARD is a registered trademark of Mastercard International Inc.
Authorized user: National Bank of Canada.

® CAA, CAA logo and CAA REWARDS are trademarks owned by, and their use is authorized by, the Canadian Automobile Association.

❖ Should you have any questions, do not hesitate to contact us.

—
1-888-969-2273

nbc.ca



31492-002 (2019/08)

© 2019 National Bank of Canada. All rights reserved. Any reproduction, in whole or in part, is strictly prohibited without the prior written consent of National Bank of Canada.

