



# Insurance and Assistance Program 713705-2

---

Distribution Guide

# Distribution Guide

## Summary of Insurance Coverage

Purchase Protection and Extended Warranty	<ul style="list-style-type: none"><li>› Purchase protection against theft or breakage 180 days following the date of the item's purchase</li><li>› Triples the manufacturer's warranty, up to two additional years</li></ul> Maximum of \$60,000 for the entire term of the <i>account</i>
Vehicle Rental	Coverage of damages resulting from an <i>accident</i> , fire, theft or vandalism for rentals of 48 days or less, up to \$65,000 Personal effects coverage up to \$2,000

## 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 US: 1-888-235-2645**
- › **From elsewhere in the world (call collect): 514-286-8345**

# Purchase protection, travel insurance and assistance services provided with your National Bank of Canada OVATION<sup>®</sup> Gold<sup>1</sup> Mastercard<sup>®</sup> credit card

---

## Distribution Guide

### Information on Insurance Product and Parties

#### Name of insurance product:

Purchase Protection and Travel Insurance for National Bank of Canada Mastercard credit cards, group insurance policy no. 713705 (Schedule A Certificate number 2) / 713705-2

#### 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 US:  
**1-888-235-2645**  
Elsewhere in the world:  
**514-286-8345** (call collect)

<sup>1</sup> This product is only available to current cardholders. It is no longer offered to new clients.

<p><b>Insurer contact information</b> (except residents of Alberta)</p>	<p><b>National Bank Life Insurance Company</b> 1100 Robert-Bourassa Blvd. 5<sup>th</sup> Floor Montreal, Quebec H3B 2G7 Montreal: <b>514-871-7500</b> Toll-free: <b>1-877-871-7500</b> Fax: <b>514-394-6992</b> <b>nbc-insurance.ca</b> <b>insurance@nbc.ca</b></p>
<p><b>Insurer contact information</b> (residents of Alberta)</p>	<p><b>Canassurance, Insurance Company</b> 550 Sherbrooke Street West Suite B-9 Montreal, Quebec H3A 3S3 Montreal: <b>514-286-7686</b> Toll-free: <b>1-877-986-7681</b> Fax: <b>1-866-286-8358</b> <b>qc.croixbleue.ca</b></p>
<p><b>Policyholder and distributor contact information</b></p>	<p><b>National Bank of Canada</b> 600 De La Gauchetière Street West Montreal, Quebec H3B 4L2 Montreal: <b>514-394-5555</b> Toll-free: <b>1-888-483-5628</b></p>

## IMPORTANT CAREFULLY READ THE FOLLOWING

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

This guide contains descriptions of clauses in the certificate of insurance 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

---

<b>Purchase Protection and Travel Insurance .....</b>	<b>08</b>
<b>1. Definitions and Introduction .....</b>	<b>08</b>
a) Definitions .....	08
b) Introduction .....	10
<b>2. Description of Purchase Protection and Travel Insurance Product .....</b>	<b>11</b>
a) Type and duration of coverage.....	11
b) General Warning .....	12
<b>3. Purchase Protection and Extended Warranty .....</b>	<b>13</b>
a) Special Terms and Conditions.....	13
b) CAUTION – Exclusions, Limitations and Reductions .....	14
c) Filing a Claim .....	17
<b>4. Vehicle Rental.....</b>	<b>19</b>
a) Special Terms and Conditions.....	19
b) CAUTION – Exclusions, Limitations and Reductions .....	20
c) Filing a Claim .....	23
<b>5. General Terms and Conditions.....</b>	<b>24</b>
<b>6. Similar insurance products .....</b>	<b>28</b>
<b>7. Insurer’s deadline for replying after receiving a claim .....</b>	<b>28</b>
<b>8. Autorité des marchés financiers contact information .....</b>	<b>28</b>

# 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<sup>st</sup>, 2017, for the *Purchase Protection and Travel Insurance* product and the Distributor of the product.

*Card:* The OVATION Gold 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*.

*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

*Eligible vehicle* (definition used for vehicle rental coverage):

A rented vehicle meeting all of the following conditions:

- › the vehicle must be rented from a commercial rental agency (traditional rental agency or commercial carsharing service)
- › the vehicle must be rented by the *cardholder*
- › the entire cost of the rental must be charged to the *account* or paid for with rewards points earned with the *card*
- › the rental period cannot exceed 48 consecutive days (even if the rental consists of multiple successive contracts). Rental periods must be separated by at least one full day to be considered non-consecutive
- › the rental vehicle must be a four-wheel passenger vehicle (not licensed for commercial transportation) and must not be included in the list of excluded vehicles in section 4 b) (iii) below

*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.

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

*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.

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

*Trip* (definition used for vehicle rental coverage): A period of travel outside of the usual place of residence of the insured.

## **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 2 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>
✓ Vehicle Rental	In case of damage resulting from an <i>accident</i> , fire, theft or vandalism & coverage for personal effects

### Termination of coverage

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

- › date 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 circumstances under 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 Vehicle coverage), 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 party<sup>2</sup>. 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.

### 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.

<sup>2</sup> For example a vehicle rental agency or its insurance provider.

### 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 US: 1-888-235-2645

From elsewhere in the world (call collect):  
514-286-8345

---

## 3. Purchase Protection and Extended Warranty

---

### a) Special Terms and Conditions

#### Covered Items and Risks

Eligible movable property 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 and breakage for 180 days after purchase.
Extended warranty	Triplies 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 2 years after the end of the original manufacturer's warranty. <b>If the original warranty is longer than 5 years, the <i>cardholder</i> must contact the <i>insurer</i> to register the purchase.</b>

## 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 purchased within a collection or a set. 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 item, the type of repair and service provider will be chosen by the *insurer*.

## Deductibles

None

## **b) CAUTION – Exclusions, Limitations and Reductions**

<b>(i) Items not covered</b>	
<b>Purchases</b>	<b>Extended warranty</b>
<ul style="list-style-type: none"><li>› traveller's cheques, gift cards, currency, tickets, ingots and documents of title or other negotiable instruments</li><li>› animals and living plants or perishable products and consumables</li><li>› electronic tablets, mobile devices, portable computers and software</li><li>› heat pumps and other heating or cooling appliances</li></ul>	<ul style="list-style-type: none"><li>› previously owned or used items</li><li>› 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</li><li>› heat pumps and other heating or cooling appliances</li></ul>

<ul style="list-style-type: none"> <li>› 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</li> <li>› mail order purchases up to delivery and acceptance of the item by the <i>cardholder</i></li> <li>› drones and other remote-controlled aerial devices</li> </ul>	<ul style="list-style-type: none"> <li>› items purchased for a business or commercial use</li> </ul>
--	--

**(ii) Circumstances under which no benefit is payable**

Purchases	Extended warranty
<ul style="list-style-type: none"> <li>› theft of jewellery stowed in baggage (except in hand luggage supervised by the <i>cardholder</i>)</li> <li>› damage to sports equipment due to use</li> <li>› fraud or attempted fraud</li> <li>› a criminal act, an attempted criminal act or participation in a criminal act</li> <li>› misuse of the item, including professional use of an item intended for personal use</li> </ul>	<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> <p style="text-align: right;">(Continued on next page)</p>

(Continued from page 15)

- › **use of items purchased for an enterprise or for commercial use**
- › **hostilities of any kind (including war, invasion, insurrection and *acts of terrorism*)**
- › **confiscation by authorities, contraband or illegal activities**
- › **normal wear and tear**
- › **earthquake, nuclear contamination or flood**
- › ***mysterious disappearance***
- › **damage caused by corrosion or mould**
- › **damage caused by insects or animals**

### **(iii) Reasonable precautions and use**

**Purchases**

**Extended warranty**

The *cardholder*, or the owner of the item if it was a gift from the *cardholder*, must take all reasonable measures to prevent breakage or damage to the item. The *cardholder* must also take reasonable measures to prevent the item from being stolen.

### **(iv) Damages caused by a covered item**

**Purchases**

**Extended warranty**

Coverage does not include claims for personal injury, property damage, indirect, punitive, exemplary or consequential damages or legal fees, even if directly or indirectly caused by a covered item.

### 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 <b>1-888-235-2645</b> 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 <i>insurer</i> with the following support documents 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> did not receive such support documents and is thereby prejudiced: <ul style="list-style-type: none"><li>› <i>proof of purchase</i></li><li>› original manufacturer's warranty</li><li>› police, fire or claims adjuster report</li><li>› any documentation required by the <i>insurer</i> concerning the purchase of the item, the event, the circumstances surrounding the breakage or theft, the cost of repairs or replacement</li><li>› any information deemed necessary by the <i>insurer</i></li></ul>

(Continued on next page)



If the *insurer* accepts the claim, it 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. Vehicle Rental

---

### a) Special Terms and Conditions

#### Covered Items and Risks

*Eligible vehicle* rental by the *cardholder*, paid for entirely with the *card* or rewards points earned with the *card*.

Coverage applies anywhere in the world except locations where this coverage is prohibited under local law or rental agency policy.

Damages	Coverage of damage to the rental vehicle resulting from an <i>accident</i> , fire, theft or act of vandalism. Coverage of reasonable and customary charges for towing and fees charged by the rental agency for loss of use of the vehicle.
Personal effects	Coverage of personal effects of the <i>cardholder</i> or any person travelling with the <i>cardholder</i> in the rental vehicle in the event of theft or damage resulting from an <i>accident</i> , fire or act of vandalism.

#### Benefit Amount

- › **Damages:** The amount payable by the *insurer* is limited to the manufacturer's suggested retail price (MSRP) of the *eligible vehicle*, **up to \$65,000**.
- › **Personal effects:** Benefits are payable **up to \$1,000 per person, per event and \$2,000 per rental**.

### Recipient of Benefits

Benefits payable by the *insurer* will be paid to the *cardholder*. However, the *insurer* reserves the right to directly compensate any other person or party that suffers an insured loss.

### Deductibles

None

### Coverage Period

Coverage is effective as soon as the *cardholder* or any other person authorized to drive the *eligible rental* vehicle takes possession of the vehicle. Coverage ends when the rental agency resumes possession of the vehicle, at the agency where it was rented or elsewhere. Coverage is also terminated if the *cardholder* renews the rental contract or enters into a new contract in order to prolong the rental period beyond the maximum of 48 consecutive days.

## **b) CAUTION – Exclusions, Limitations and Reductions**

- › **Damages:** In the event of damage resulting from an accident, fire, theft or vandalism, the vehicle rental insurance coverage is the first payer. This means that the *Purchase Protection and Travel Insurance* benefits described in this guide are payable regardless of any other individual or group insurance plan held by the insured.
- › **Personal effects:** *Purchase Protection and Travel Insurance* benefits are not payable if the personal effects are covered under any other individual or group insurance plan held by the owner of the property.

(i) Circumstances under which no benefit is payable	
Damages	Personal effects
<p><b>Liability:</b> This insurance does not include liability coverage for damage to other vehicle(s), third party property damage or personal injury to the <i>cardholder</i> or others. The <i>cardholder</i> should consult the rental agency or his automobile insurance provider to ensure adequate coverage against these risks.</p>	<ul style="list-style-type: none"> <li>› damage or breakage not related to an <i>accident</i>, fire or act of vandalism involving the vehicle</li> <li>› consequences of an earthquake or flood</li> <li>› theft of a personal effect if the <i>cardholder</i> did not take reasonable measures to prevent it</li> <li>› <i>mysterious disappearance</i> of a personal effect</li> </ul>
(ii) Items not covered	
Damages	Personal effects
	<ul style="list-style-type: none"> <li>› traveller's cheques, gift cards, currency, tickets, ingots and documents of title or other negotiable instruments</li> <li>› animals and living plants or perishable products and consumables</li> <li>› jewelry</li> <li>› electronic tablets, mobile devices, portable computers and software</li> <li>› photography equipment: cameras or photo, video and audio accessories</li> </ul>

**(iii) Exclusions: Vehicles in the following categories are not covered**

**Damages**

**Personal effects**

- › trucks
- › campers or trailers
- › off-road vehicles
- › limousines (extended factory models)
- › modified vehicles
- › cars with a manufacturer's suggested retail price (MSRP) over \$65,000
- › recreational vehicles (including vehicles designed and manufactured for off-road use or camping)
- › antique cars (more than 20 years old or no longer manufactured for more than 10 years)
- › motorcycles, mopeds or motorbikes
- › vans are not covered in the following cases:
  - vans used for commercial transportation of passengers or with more than 8 seats including the driver seat
  - vans that exceed a 3/4 ton rating
  - vans used for hire by others

**(iv) Circumstances under which no benefit is payable**

**Damages**

**Personal effects**

- › one or more conditions of the rental contract is not fulfilled
- › operation of the vehicle by a person not authorized under the rental contract
- › transportation of passengers or goods for remuneration
- › driving under the influence of alcohol, drugs or medication
- › off-road use
- › normal wear and tear, mechanical breakdown, gradual deterioration, inherent defect, or damage from insects or animals
- › intentional act, regardless of the mental state of the driver

- › war or act of war (declared or not), hostilities, insurrection, riot, rebellion, revolution, civil war or *act of terrorism*
- › seizure, confiscation, quarantine or destruction of the vehicle by public authorities, customs officials or a government body
- › transport of contraband, use of vehicle for illegal trade
- › criminal act or attempted criminal act or participation in a criminal act
- › street racing or dangerous driving

### c) Filing a Claim

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

Step 1	Call CanAssistance Inc. at <b>1-888-235-2645</b> to report the covered event within 48 hours, 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 <i>insurer</i> as soon as possible, ideally within 90 days of the event, with all documents requested by the <i>insurer</i> concerning the nature, circumstances, and extent of the damages associated with the covered event, failing which the <i>insurer</i> may deny your claim if the <i>insurer</i> did not receive such necessary documents and is thereby prejudiced.

(Continued on next page)

If the *insurer* accepts the claim, it will pay within 60 days of receiving all the documents requested by the *insurer* in support of the claim.

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. 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* knowingly makes a claim which is false or fraudulent in any way, such *cardholder* 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.

## **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 group *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 maximum time limit to appeal from a decision is set out in section VIII.

### Residents of provinces and territories except Alberta:

#### **National Bank Life Insurance Company**

1100 Robert-Bourassa Blvd., 5<sup>th</sup> 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**

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 limitation period, 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* and *assistance provider*, which are available online at **nbc-insurance.ca**.

---

## 6. 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*.

---

## 7. 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.

---

## 8. 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., 4<sup>th</sup> 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, collect)

---

# 1. General and Medical Assistance

---

## Assistance services:

If the *covered person* suffers an accident or sudden illness 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*

© OVATION is a registered trademark of National Bank of Canada.

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

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

—  
1-888-969-2273

**nbc.ca**



31358-002 (2018/09)

© 2018 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.

