

SUMMARY

Travel insurance and assistance services provided with the Solutions Banking™ Platinum Mastercard® credit card

8 key points you should know about travel insurance

Do you have a Solutions Banking Platinum Mastercard credit card? Did you know that your card includes travel insurance and assistance services?

Read this summary!

It presents key points about the travel insurance included with your credit card.

Understanding these points will help you determine if this insurance product meets your needs.

This summary is an explanatory document. It is not part of the insurance contract. Only the insurance certificate is your insurance contract.



For all the coverage details, consult the insurance certificate, available at ig.ca/en/mastercard.

If you have any questions about travel insurance, please contact the assistance provider.

Product information

Group insurance policy No. 713705-4
Type: Travel insurance (group insurance)



ASSISTANCE PROVIDER'S CONTACT INFORMATION

- › **CanAssistance Inc.**
1981 McGill College Avenue, Suite 400
Montreal, QC H3A 2W9
Phone
Canada and the US: 1-888-235-2645
Elsewhere in the world (toll-free): +1-514-286-8345

INSURER'S CONTACT INFORMATION

- › **National Bank Life Insurance Company**
1100 Robert Bourassa Boulevard, 5th Floor
Montreal, QC H3B 2G7
Phone – Montreal: 514-871-7500
Toll-free: 1-877-871-7500
insurance@nbc.ca
nbc-insurance.ca
Client number delivered by the Autorité des marchés financiers: 2000891377. To check the status of the insurer in the AMF registry: lautorite.qc.ca.

RESIDENTS OF ALBERTA:

- › **Canassurance Insurance Company**
1981 McGill College Avenue, Suite 400
Montreal, QC H3A 2W9
Phone – Montreal: 514-286-7686
Toll-free: 1-877-986-7681
qc.bluecross.ca

DISTRIBUTOR'S CONTACT INFORMATION

- › **National Bank of Canada**
600 De La Gauchetière Street West
Montreal, QC H3B 4L2
Phone – Montreal: 514-394-5555
Toll-free: 1-888-835-6281
nbc.ca

Here are 8 key points you should know about the travel insurance included with your credit card

1 Travel insurance offers insurance coverage and assistance in the event of unforeseen circumstances

The following is an overview of available coverage:

COVERAGE	IMPORTANT DETAILS	MAXIMUM COVERAGE
Accidental death and dismemberment aboard a common carrier	Covers accidental death as well as loss or loss of use of a limb resulting from an accident aboard a common carrier during travel	<ul style="list-style-type: none">› \$500,000 for loss of life› \$500,000 for loss or loss of use of two or more limbs› \$250,000 for loss or loss of use of one limb› \$125,000 for loss or loss of use of the thumb and index finger on one hand› Benefit in the event of hospitalization for at least 7 days: \$33 per day (maximum 365 days per accident)
Trip cancellation or delayed departure flight	Covers certain fees related to a trip cancellation or in the event of a departing flight delay (delayed more than 4 hours)	Up to \$1,250 per insured person, per trip <ul style="list-style-type: none">› Maximum \$500 per person, per trip for subsistence expenses in the event of a delayed departure flight
Trip interruption	Covers certain expenses incurred due to a trip interruption	Up to \$2,500 per insured person, per trip <ul style="list-style-type: none">› Subsistence expenses up to \$1,500 per person, per trip (maximum \$250 per day)
Lost, damaged, stolen or delayed baggage	Offers compensation in the event of: <ul style="list-style-type: none">› Lost, damaged or stolen baggage› Baggage delayed more than 6 hours	Up to \$1,000 per person, per trip <ul style="list-style-type: none">› Maximum \$500 per person, per trip, in the event of baggage delay› Maximum \$250 per item in the event of loss, damage or theft

NOTE

- › Certain fees must be charged to the credit card account, at least in part, in order to be covered.
- › There may be a daily maximum amount depending on the type of fees paid.



You will find all information concerning what circumstances and expenses are covered in article a) of the insurance certificate pertaining to each type of coverage.

For travel insurance

Travel insurance also provides access to medical, general and legal assistance services for the entire duration of your trip.

2 Travel insurance involves coverage exclusions, limitations and reductions

We may refuse to pay your claim because of the exclusions, limitations and reductions set out in article b) of the insurance certificate pertaining to each type of protection.

Please review them immediately. Here is a summary:



CAUTION – Exclusions

We will not pay any benefits in the following situations:

Travel insurance in general

- › The coverage is no longer in effect when the event occurs.
- › You fail to provide the forms or proof we request, which are essential in processing your claim, within the requisite timeframe.
- › We did not approve the expenses for your claim in advance.

Restriction

- › The benefit we pay will be reduced to account for any reimbursement made by another entity or insurer.

Accidental death and dismemberment aboard a common carrier

Disappearance of an insured person

In the event of the disappearance of the insured following the wrecking, sinking or disappearance of a common carrier in which they were a passenger, the insured will be presumed dead if the body is not recovered within one year following the accident.

Circumstances not covered

- › Suicide, attempted suicide or self-inflicted injury
- › War (declared or undeclared), invasion, hostilities between nations, civil war, rebellion, insurrection or coup
- › A criminal act, an attempted criminal act or participation in a criminal act
- › Injury sustained by the insured riding in a common carrier in a capacity other than as a passenger
- › Injury sustained while riding in a common carrier that wasn't itself involved in an accident

Limitations

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.

Trip cancellation and interruption – Circumstances not covered

- › Any illness, injury or condition occurring during the 3 months prior to the date of purchase of the trip (for trip cancellation insurance) or prior to the trip (for trip interruption insurance) for which the insured person:
 - Consulted a physician or had a medical examination (excluding routine follow-up);
 - Was hospitalized;
 - Was prescribed a new medication or treatment;
 - Was prescribed or underwent surgery;
 - Took a new medication or received a new treatment;
 - Changed the dose of a medication
- › Pregnancy, including complications, in the 8 weeks before the expected date of birth
- › Participation in one of the following activities:
 - Sporting activity where participants receive money;
 - Motor vehicle competition;
 - Speeding event;
 - A dangerous or non-habitual activity or an activity performed in a non-habitual way that involves a high risk of injury
- › Abuse of prescription or over-the-counter medication or alcohol



- › Use of drugs or non-prescribed medication or addiction to any other substance
- › Driving while impaired by alcohol or drugs
- › Suicide, attempted suicide or self-inflicted injury
- › Wars (declared or undeclared), invasions, hostilities between nations, civil wars, rebellions, insurrections and coups
- › Mental, psychological, psychiatric or nervous problems, except if the insured is hospitalized for this condition
- › Symptom or condition that was ignored by the insured or for which diagnostic exams were ordered by a physician and not completed or where the recommended treatment or medication was not taken
- › Inability to obtain desired accommodation on the part of the insured
- › Financial difficulties on the part of the insured
- › Aversion to travel or air transportation on the part of the insured
- › A criminal act, an attempted criminal act or participation in a criminal act

Loss, damage or theft of baggage

Items not covered:

- › Automotive vehicles and their parts and accessories
- › Bicycles (unless checked as baggage with the carrier)
- › Furniture and accessories
- › Glasses, contact lenses, dental prosthetics or devices, orthotics and artificial limbs
- › Documents of title or negotiable instruments (gift cards, cash, etc.)

- › Professional or commercial property or equipment
- › Antiques or collectibles
- › Perfumes or cosmetics
- › Animals, living plants and perishable products
- › Electronic tablets, mobile phones, laptops and software
- › Photography equipment: camera or photo, video or audio devices or accessories
- › Articles not customarily stored in baggage

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

Circumstances under which no benefit is payable

- › Fraud, confiscation by authorities, contraband or illegal activities
- › Hostilities of any kind: wars (declared or not), invasions, rebellions or insurrections
- › Damage caused by wear and tear, 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 their 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
- › A criminal act, an attempted criminal act or participation in a criminal act

Limitations

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



Avoid unpleasant surprises. Review article b) of each section in the insurance certificate to confirm that you are covered and that this insurance works for your situation.

3 Duration of insurance

Start

Travel insurance comes into effect as soon as your credit card is activated.

End

The insurance ends on the first of the following events:

- › The date on which the account is cancelled or closed by the Bank or by the primary cardholder
- › The date on which the insurance is cancelled or suspended by the Bank (notice will be sent to the primary cardholder at least 90 in advance)



Consult section 2 of the insurance certificate and article a) pertaining to each type of coverage for all the details concerning insurance duration.

4 You may cancel this insurance coverage at any time

You can cancel the insurance included with your credit card at any time by contacting the card issuer. You can then switch to a different credit card without insurance or with a different coverage offer.

5 No premiums are payable for travel insurance

We are pleased to offer you this insurance with your Solutions Banking Platinum Mastercard credit card.

6 You must meet certain criteria to be insured

In order to be eligible for insurance, you must:

- Be a resident of Canada;
- Be the primary cardholder or, under certain circumstances:
 - › The authorized user of the credit card;
 - › Their spouse; or
 - › Their or their spouse's dependent child.

That's it! We won't request any further information ahead of time.

7 If you make a false declaration, we may refuse your claim and cancel your insurance coverage

You must always provide any accurate information we deem necessary.

If, as part of a claim or at any other time during the insurance coverage, we obtain any information that differs from the information you provided, we may refuse your claim and cancel your insurance retroactively to its start date.

8 Filing a claim and applicable timeframes

Insurance can give you peace of mind should the unexpected occur. Here's how to file an insurance claim.

1 Contact the assistance provider as soon as the event occurs at 1-888-235-2645 or 514-286-8345 (collect calls accepted). The assistance provider will open a file in your name.

2 Complete and sign the forms received from the assistance provider, attach any documents needed to review your claim, and send them to:

CanAssistance Inc.
1981 McGill College Avenue, Suite 400
Montreal, QC H3A 2W9

Timeframes for submitting claim forms and supporting documents

Emergency medical care (EMC):

Send the forms and supporting documents to the assistance provider within 90 days of the event.

Other coverage:

Send the form and supporting documents to the assistance provider as soon as possible, ideally within 90 days of the event.

- 3 We will notify you of our decision** following review of your application and, if applicable, we will pay the benefit within 60 days of receiving all the requested documents.



The client experience is our top priority

We're here to listen and help, no matter what you have to say. **If you have any questions, call the assistance provider at 1-888-235-2645 or 514-286-8345.** To find out about our complaint handling process, submit a complaint or consult our complaint settlement policy, consult the insurer's website for your province of residence.

Don't agree with a decision regarding your claim?

Contact us:

National Bank Life Insurance Company

1100 Robert Bourassa Boulevard, 5th Floor
Montreal, QC H3B 2G7

Phone: 1-877-871-7500

Email: insurance@nbc.ca

If we have not responded to your complaint, or if you are still not satisfied and want to continue with the process, you may at your discretion:

- › Request a review of your file;
- › Consult your legal advisor;
- › Contact one of the following organizations:

Autorité des marchés financiers (AMF)

Place de la Cité, Cominar Tower

2640 Laurier Boulevard, 4th Floor
Quebec, QC G1V 5C1

Phone

Quebec City: 418-525-0337

Montreal: 514-395-0337

Elsewhere in Quebec: 1-877-525-0337

Fax

1-877-285-4378

Website

lautorite.qc.ca

OmbudService for Life & Health Insurance (OLHI)

Toll-free number

Canada: 1-888-295-8112

Toronto: 416-777-9002

Website

olhi.ca

For applicable limitation periods, consult your provincial regulatory body or your legal advisor.

Notice given by a distributor

Section 440 of the *Act respecting the distribution of financial products and services* (chapter D-9.2)

The Act respecting the distribution of financial products and services gives you important rights.

The Act allows you to rescind an insurance contract, **without penalty**, within 10 days of the date on which it is signed. However, the insurer may grant you a longer period.

To rescind the contract, you must give the insurer notice, within that time, by registered mail or any other means that allows you to obtain an acknowledgement of receipt.

Despite the rescission of the insurance contract, the first contract entered into will remain in force. Caution, it is possible that you may lose advantageous conditions under this insurance contract; contact your distributor or consult your contract.

After the expiry of the applicable time, you may rescind the insurance contract at any time; however, penalties may apply.

For further information, contact the Autorité des marchés financiers at 1-877-525-0337 or visit www.lautorite.qc.ca.

Notice of rescission of an insurance contract

Send to:

National Bank Life Insurance Company
1100 Robert Bourassa Blvd., 5th Floor
Montreal, Quebec H3B 2G7

Date: _____ (date of sending of notice)

Pursuant to section 441 of the *Act respecting the distribution of financial products and services*,

I hereby rescind insurance contract No.: _____ (number of contract, if indicated)

Entered into on: _____ (date of signature of contract)

At: _____ (place of signature of contract)

_____ (name of client)

_____ (signature of client)