

CERTIFICATES OF INSURANCE

AMERICAN EXPRESS®  
AIR MILES®\* CREDIT CARD

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# \$100,000 TRAVEL ACCIDENT INSURANCE

Chubb Life Insurance Company of Canada  
Head Office in Canada: Toronto, Ontario  
(Herein called the Company)

Effective Date of this Certificate:  
October 1, 2016

## **COVERED PERSONS**

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An individual shall qualify as a Covered Person under the Master Group Policy TMH600135 (“the Policy”) with the benefits described in this certificate only if he or she is:

- A. a Basic or Supplementary Cardmember who has an American Express® AIR MILES® Credit Card issued by Amex Bank of Canada (“American Express”) in his or her name; or
- B. the Spouse or dependent child under age 23 of such person; and
- C. the American Express Card account is billed in Canada.

## **IMPORTANT DEFINITIONS**

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For purposes of the Policy, “American Express Card” unless otherwise specified means any of the Cards or Accounts listed in Category A above.

“**Basic Cardmember**” means any individual who has asked the Policyholder to issue one or more American Express Cards and who has an American Express Card account.

“**Common Carrier Conveyance**” means an air, land or water vehicle (other than a rental vehicle) operated by a common carrier licensed to carry passengers for hire and available to the public.

“**Covered Trip**” means:

1. a trip taken by the Covered Person between the point of departure and the final destination as shown on the Covered Person’s ticket or verification issued by the Common Carrier Conveyance, and
2. the Covered Person’s fare for such trip has been charged to an American Express Card prior to any Injury.

“**Injury**” means a bodily injury which:

1. is caused by an accident which occurs while the Covered Person’s insurance is in force under the Policy; and
2. results in Loss insured by the Policy and due, directly and independently of all other causes, to such accident.

“**Scheduled Airline**” means an airline maintaining regular published schedules (or recognized by the Company as meeting similar criteria) which is licensed for the transportation of passengers by the duly constituted authority having jurisdiction over civil aviation in the country of its registry. In no event shall the term “Scheduled Airline” include any air carrier designated or licensed by the governmental authority having jurisdiction over civil aviation as being a Supplemental, Non-Certificated, Irregular or Non-Scheduled air carrier.

“**Spouse**” means a person who is legally married to the Covered Person (“Married Spouse”) or a person who has been living in a conjugal relationship with the Covered Person for the last 12 months, has been publicly represented as the Covered Person’s partner and who resides in the same household as the Covered Person (“Cohabiting Spouse”).

“**Supplementary Cardmember**” means any individual who has received an American Express Card at the request of a Basic Cardmember for use in connection with the Basic Cardmember’s American Express Card account.

## **BENEFIT AMOUNTS**

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LOSS OF LIFE	\$100,000
DISMEMBERMENT	
Loss of both hands or both feet	\$100,000
Loss of one hand and one foot	\$100,000
Loss of the entire sight of both eyes	\$100,000
Loss of the entire sight of one eye and one hand or one foot	\$100,000
Loss of one hand or one foot	\$50,000
Loss of the entire sight of one eye	\$50,000

The Company will pay the applicable benefit amount above if a Covered Person suffers a Loss from an Injury while coverage is in force under the Policy, but only if such Loss occurs within 100 days after the date of the accident which caused the Injury. In no event will the Company pay for more than one Loss sustained by the Covered Person as a result of any one accident. The benefit amount paid will be for the greatest Loss.

“Loss” as used above with reference to a hand or foot means complete and permanent severance through or above the wrist or ankle joint, and as used with reference to an eye means the irrecoverable loss of the entire sight of such eye.

### **\$100,000 MAXIMUM INDEMNITY PER COVERED PERSON**

In no event will multiple American Express Cards obligate the Company under the Policy in excess of the highest amount payable under one American Express Card, as stated in “Benefit Amounts”, for any one Loss sustained by any one individual Covered Person as a result of any one accident.

## **DESCRIPTION OF BENEFITS**

### **Common Carrier Benefit:**

A benefit is payable under the Policy if the Covered Person sustains Injury as a result of an accident which occurs while riding solely as a passenger in or boarding or alighting from a Common Carrier Conveyance or being struck by such Common Carrier Conveyance on a Covered Trip.

### **Alternate Transportation Benefit:**

A benefit is payable under the Policy if the Covered Person sustains Injury as a result of:

1. an accident which occurs on a Covered Trip while riding as a passenger in or boarding or alighting from any conveyance providing alternate transportation for a Scheduled Airline flight which was delayed or rerouted, requiring the carrier which would have operated the flight to arrange for such alternate transportation; or
2. being struck by a conveyance providing alternate transportation for a Scheduled Airline flight.

## **EXPOSURE AND DISAPPEARANCE**

If the Covered Person is unavoidably exposed to the elements because of an accident on a Covered Trip which results in the disappearance, sinking or wrecking of a Common Carrier Conveyance, and if as a result of such exposure the Covered Person suffers a Loss for which benefits are otherwise payable under the Policy, such Loss will be covered under the Policy.

If the Covered Person disappears because of an accident on a Covered Trip which results in the disappearance, sinking or wrecking of a Common Carrier Conveyance, and if the Covered Person’s body has not been found within 52 weeks after the date of such accident, it will be presumed, provided there is no evidence to the contrary, that the Covered Person suffered Loss of life as a result of Injury covered by the Policy.

## **EXCLUSIONS**

The Policy does not cover any Loss caused or contributed to by (1) suicide or intentionally self-inflicted Injury by the Covered Person, or any attempt thereat,

while sane or insane; (2) war or any act of war, whether declared or undeclared; however, any act committed by an agent of any government, party or faction engaged in war, hostilities or other warlike operations provided such agent is acting secretly and not in connection with any operation of armed forces (whether military, naval or air forces) in the country where the Injury occurs shall not be deemed an act of war; (3) the commission or aiding and abetting in the commission of an offense under the Criminal Code of Canada or the laws of another country, or any attempt thereat, by or on behalf of the Covered Person or his or her beneficiaries; (4) Injury sustained while serving as an operator or crew member of any conveyance; (5) Injury received while driving, riding as a passenger in, boarding or alighting from a rental vehicle; (6) the Covered Person taking any alcohol, drug, medication, gas or poison unless taken as prescribed by a physician; (7) directly or indirectly, the actual, alleged or threatened discharge, dispersal, seepage, migration, escape, release of or exposure to any hazardous biological, chemical, nuclear or radioactive material, gas, matter or contamination.

## **INDIVIDUAL TERMINATION**

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The insurance of any Covered Person will terminate: (1) on the date the Policy terminates; or (2) on the date the person ceases to be a Covered Person under the Policy.

## **CLAIMS**

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Written notice of claim must be given to Chubb Life Insurance Company of Canada, 199 Bay Street - Suite 2500 P.O. Box 139, Commerce Court Postal Station, Toronto, Ontario M5L 1E2, within 30 days after the occurrence of any Loss covered by the Policy, or as soon thereafter as is reasonably possible. Notice given by or on behalf of the claimant with information sufficient to identify the Covered Person shall be deemed notice to the Company. The benefit payable for any Loss will be paid upon receipt of due written proof of such Loss.

## **PAYMENT OF CLAIMS**

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Benefits for all Losses sustained by a Covered Person will be paid to the Covered Person, if living, and otherwise to the surviving person, or equally to the surviving persons, in the first of the following classes of beneficiaries in which there is a living member:

- a. the Covered Person's Spouse. If there is more than one Spouse, "Spouse" shall mean the Cohabiting Spouse at the time of the Covered Person's Loss;
- b. the Covered Person's children including legally adopted children provided that if the Covered Person has any surviving grandchildren by a Covered Person's child that has not survived the Covered Person, such grandchildren will share equally the share that would have been paid to their parent had he/she survived the Covered Person;
- c. the Covered Person's estate.

**This policy contains a provision removing or restricting the right of the group person insured to designate persons to whom or for whose benefit insurance money is to be payable.**

In determining such person or persons, the Company may rely upon an affidavit by a member of any of the classes of beneficiaries described above. Payment based upon any such affidavit shall fully discharge the Company from all obligations under the Policy unless, before such payment is made, the Company has received at the address specified above written notice of a valid claim by some other person(s). Any amount payable to a minor may be paid to the minor's legal guardian.

## **GENERAL PROVISIONS**

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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, Limitations Act, 2002, or in other applicable legislation.

Covered Person and any claimant under this Certificate of Insurance have the right to obtain a copy of your application, any written evidence of insurability (as applicable) and the Group Policy, on request.

The benefits described herein are subject to all of the Terms and Conditions of the Group Policy which is held by Amex Bank of Canada and may be examined at the office of the Policyholder. This Certificate replaces any prior Certificate which may have been furnished in connection with the Policy. Further information about the Policy may be obtained by calling 1-877-777-1544.

### **Your privacy matters to us.**

At Chubb Life, we are committed to protecting your privacy. We respect your privacy and want you to understand how we collect and use your personal information.

### **How We Collect Your Information**

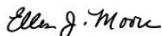
Chubb Life, our reinsurers and authorized administrators (collectively “We”) collect and keep information about you, which is needed to provide the products and services you request. We collect information from you, either directly or through our representatives. We may also need to consult existing insurance files about you and collect information from third parties, such as hospitals, doctors and other health care providers, the Medical Information Bureau, the government (including government health insurance plans) and other governmental agencies, other insurance companies, financial institutions, motor vehicle reports, and your current and former employers.

### **How We Use Your Information**

We use your information to provide the products and services you request, which includes using it to evaluate insurance risk and manage claims. We may also share your information with third parties, when it is necessary for the services we provide to you. Third parties may include other insurance companies, the Medical Information Bureau, financial institutions, third party administrators, and any references you provide. We may use your information internally, to prepare statistical reports that help us understand the needs of our customers and that help us understand and manage our business. In some instances, employees, service providers, agents, reinsurers, and any of their providers, of Chubb Life may be located outside of Canada, and your personal information may thus be subject to the laws of those foreign jurisdictions.

You may request to review your personal information in your file or request to make a correction by writing to:

The Privacy Officer, Chubb Life Insurance Company of Canada, 199 Bay Street, Suite 2500, Toronto, Ontario, M5L 1E2. For more information on privacy at Chubb, visit [chubb.com/ca](http://chubb.com/ca).



Ellen J. Moore

President, Chubb Life Insurance Company of Canada

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# BUYER'S ASSURANCE® PROTECTION PLAN

Effective Date of this Certificate:  
May 31, 2014.

Royal & Sun Alliance Insurance Company of Canada (referred to in this Certificate as the "Company") provides the insurance for this Certificate under Master Policy **PSI018966745** (referred to in this Certificate as the "Policy") issued to Amex Bank of Canada (referred to in this Certificate as the "Policyholder"). A copy of the Master Policy is on file at Royal & Sun Alliance Insurance Company of Canada, 18 York Street, Suite 800, Toronto, ON M5J 1T8.

This Certificate is not a contract of insurance and contains only a summary of the principal provisions of the Policy. A **Cardmember** or a claimant under the Policy or Group Policy may, on request to the Company, obtain a copy of the Policy or Group Policy, subject to certain access limitations permitted by applicable law.

All benefits are subject in every respect to the Policy which alone constitutes the agreement under which payments are made.

The insurance provided under this Certificate is supplementary. This insurance coverage is in excess of any other applicable, valid and collectible insurance indemnity available to the **Cardmember**.

This Certificate of insurance outlines what the Buyer's Assurance Protection Plan is and what is covered along with the conditions under which a payment will be made to a **Cardmember**. It also provides instructions on how to make a claim.

For any questions concerning the details included herein and to confirm the coverage provided under the Policy, please contact the Company **1-800-243-0198** (in Canada or the United States) or call collect **905-475-4822** (elsewhere in the world).

## **PART I**                      **DEFINITIONS**

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The terms set out below, wherever they appear in this Certificate, shall be interpreted as follows:

**"Card"** means an American Express® AIR MILES®\*\* Credit Card issued by Amex Bank of Canada ("American Express").

**"Cardmember"** means a holder of a valid Basic or Supplementary **Card** from American Express issued in Canada by Amex Bank of Canada who pays for the **Item** by using the valid Amex Bank of Canada **Card**.

**"Item"** means a new item (a pair or set being one item) of personal property (not purchased by or for use by a business for commercial purposes), or gift, for which the full **Purchase Price** is charged to the **Card**.

**"Manufacturer's Warranty"** means an expressly written warranty issued by the manufacturer of the **Item** at the time of purchase. The manufacturer's warranty must be provided at no additional cost and be valid in Canada or the United States.

**"Occurrence"** means a loss or losses arising from a single event or incident which is neither expected nor intended by the **Cardmember**.

**"Other Insurance"** means any and all policies of insurance, contracts of indemnity, service contracts or warranties which provide additional coverage to a **Cardmember** for loss or damage covered under the Buyer's Assurance Protection Plan.

**"Purchase Price"** means the actual cost of the **Item**, including any applicable sales tax, as shown on the store receipt.

## **PART II**                      **DESCRIPTION OF COVERAGE**

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When a **Cardmember** charges the entire **Purchase Price** of an **Item** to their **Card**, the Buyer's Assurance Protection Plan will extend the terms of the original **Manufacturer's Warranty** for a period of time equal to the duration of the



- a. Products with **Manufacturer's Warranties** not valid in Canada or the United States;
- b. Products which, at the time of purchase, are used, rebuilt, refurbished or remanufactured, including demos;
- c. Products covered by an unconditional satisfaction guarantee;
- d. Motorized vehicles (such as cars, trucks, motorcycles, boats, airplanes) and their parts (including batteries, carburetors, pipes, hoses, pistons, brakes, tires, or mufflers);
- e. Motorized devices and their parts used for agriculture, landscaping, demolition or construction;
- f. Improvements or upgrades to a residential or commercial property, including but not limited to permanently affixed goods. Business fixtures, including but not limited to air conditioners, refrigerators, heaters;
- g. Loss or damage to electrical appliances or devices of any kind (including wiring) when loss or damage is due to electrical currents artificially generated, including arcing, unless fire or explosion ensues and then only for such loss and damage;
- h. Land or buildings;
- i. Jewellery;
- j. Consumable or perishable items;
- k. Animals or living plants;
- l. One of a kind products which cannot be replaced;
- m. Business property including but not limited to inventory, **Items** purchased for resale or **Items** that would form part of a sellable product;
- n. Sports equipment and goods where the loss or damage is due to the use thereof;
- o. Products with **Manufacturer's Warranties**, or combined **Manufacturer's Warranties** and service plan agreements, lasting in excess of five years;
- p. The equipment **Manufacturer's Warranty** is defined as the basic coverage offered by the manufacturer at the time of purchase. Buyer's Assurance Protection Plan is not applicable to additional coverages purchased from the manufacturer or another party.

## **PART V NOTICE OF LOSS/ PROOF OF LOSS/PAYMENT OF CLAIMS**

The **Cardmember** must report their claim within 30 days from the date of **Occurrence**. It is important to remember that the **Cardmember** must retain all receipts and the original **Manufacturer's Warranty** for the **Item(s)** until the claim process is complete. The **Cardmember** may also be asked to obtain a repair estimate.

1. To report an **Occurrence**, the **Cardmember** must call toll free **1-800-243-0198** (in Canada or the United States) or **905-475-4822** elsewhere in the world.
2. To submit a claim, the following documentation is required:
  - a. the original sales receipt;
  - b. the corresponding Amex Bank of Canada account statement; and
  - c. the original **Manufacturer's Warranty**.
3. The Company will decide whether to have the **Item** repaired, rebuilt or replaced, or to reimburse the **Cardmember** (cash or credit) up to the amount charged to the **Card**, and not to exceed the original **Purchase Price**. Buyer's Assurance Protection Plan does not reimburse for shipping and handling expenses or installation, assembly, or other service charges.
4. The **Cardmember** must provide all requested documentation to the Company within 60 days from the date of the **Occurrence** (or 30 days after request by the Company) to remain eligible for benefits.
5. For some claims, the **Cardmember** may be required to send in the damaged **Item**, at their expense, for further evaluation of their claim.



If requested, the **Cardmember** must send in the damaged **Item** within 30 days from the date of request to remain eligible for benefits.

## **APPRAISAL**

In the event of disagreement as to the value of an **Item**, the property saved or the amount of a loss, those questions shall be determined by appraisal as provided under applicable provincial or territorial insurance legislation. There shall be no right to an appraisal until a specific demand is made in writing and until after proof of loss has been delivered.

## **PARTS**

Except in the case of claims for **Items** belonging to a pair or set, in the case of damage to any part of an **Item**, consisting, when complete for use, of several parts, the Company is not liable for more than the repair or replacement value of the part damaged, including the cost of installation. Where parts of a pair or set are usable individually, liability will be limited to payment equal to a proportionate part of the **Purchase Price** for the **Item** or **Items** which form the basis of a claim hereunder.

## **SUBROGATION**

As a condition to the payment of any claim to a **Cardmember** under the Policy, the **Cardmember** shall, upon request, transfer the damaged **Item** to the Company and assign to the Company all legal rights which the **Cardmember** has against all other parties for the loss. The **Cardmember** shall give the Company all such assistance as the Company may reasonably require to secure its rights and remedies, including the execution of all documents necessary to enable the Company to bring suit in the name of the **Cardmember**.

## **DUE DILIGENCE**

The **Cardmember** shall use diligence and do all things reasonable to avoid, mitigate or diminish any loss of or damage to property protected by Buyer's Assurance Protection Plan. The Company will not unreasonably apply this provision to avoid claims under the Policy.

## **FALSE CLAIM**

If a **Cardmember** makes any claim knowing it to be false or fraudulent in any respect, such **Cardmember** shall no longer be entitled to any benefits hereunder nor to the payment of any claim made under the Policy.

## **PROCEEDINGS**

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 (or comparable legislation) in the province of residence of the **Cardmember**.

## **CANADIAN CURRENCY**

All payments shall be payable in the lawful currency of Canada. All benefit limits indicated are in Canadian currency.

## **AMENDMENT**

This coverage may be cancelled, changed or modified at the option of the Policyholder at any time without notice. This Certificate replaces any and all certificates previously issued to the **Cardmember** with respect to the Policy.

## **PROTECTING CARDMEMBER'S PRIVACY**

Royal & Sun Alliance is committed to protecting the **Cardmember's** privacy and the confidentiality of their personal information. Royal & Sun Alliance is responsible for all personal information under its control and has designated a Privacy Officer who is accountable to Senior Management for Royal & Sun Alliance's compliance with this Privacy Policy. This Privacy Policy may change from time to time. The **Cardmember** can view the latest and entire version of this Policy by visiting our website at [www.rsagroup.ca](http://www.rsagroup.ca). If the **Cardmember** has any questions about this Privacy Policy please call us at 1-888-877-1710.

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# PURCHASE PROTECTION<sup>®</sup> PLAN

Effective Date of this Certificate:  
May 31, 2014.

Royal & Sun Alliance Insurance Company of Canada (referred to in this certificate as the “Company”) provides the insurance for this certificate under **Policy PSI018516570** (referred to in this certificate as the “Policy”). This certificate is not a contract of insurance and contains only a summary of the principal provisions of the Policy. A **Cardmember** or a claimant under the Policy or Group Policy may, on request to the Company, obtain a copy of the Policy or Group Policy, subject to certain access limitations permitted by applicable law.

All benefits are subject in every respect to the Policy which alone constitutes the Agreement under which payments are made. This coverage may be cancelled, changed or modified at the option of the card issuer at any time without notice. This certificate replaces any and all certificates previously issued to the **Cardmember** with respect to the Policy.

This certificate of insurance outlines what Purchase Protection<sup>®</sup> Plan Insurance is and what is covered along with the conditions under which a payment will be made to a **Cardmember**. It also provides instructions on how to make a claim.

## **IMPORTANT - PLEASE READ THE ENTIRE CERTIFICATE CAREFULLY:**

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To find out and confirm what the current coverage is under this program or if the **Cardmember** has any questions concerning the detail included herein they should be directed to Royal & Sun Alliance Insurance Company of Canada at **1-800-243-0198** in Canada and the United States, or collect at **(905) 475-4822** outside Canada and the United States.

## **PART I DEFINITIONS**

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“**Card**” means an American Express<sup>®</sup> AIR MILES<sup>®\*\*</sup> Credit Card issued by Amex Bank of Canada (“American Express”).

“**Cardmember**” means a holder of a valid Basic or Supplementary **Card** from American Express issued in Canada by Amex Bank of Canada who pays for the **Insured Item** by using the valid Amex Bank of Canada **Card**.

“**Eligible Person(s)**” means a **Cardmember** and recipients of gifts from such **Cardmember**, while covered under the Policy.

“**Insured Item**” means a new item (a pair or set being one item) of personal property (not purchased by or for use by a business for commercial purposes), for which the full **Purchase Price** is charged to the **Card**.

“**Occurrence**” means a loss or losses arising from a single event or incident which is neither expected nor intended by an **Eligible Person**.

“**Other Insurance**” means any and all policies of insurance or indemnity which provide additional coverage to a **Cardmember** for loss, theft or damage covered under this Policy.

“**Purchase Price**” means the actual cost of the **Insured Item**, including any applicable sales tax, as shown on the store receipt.

## **PART II TERM OF COVERAGE**

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### **A. WHEN COVERAGE BEGINS:**

**Cardmember's** coverage will take effect at the time the **Cardmember** purchases the **Insured Item**.

### **B. WHEN COVERAGE ENDS:**

A **Cardmember's** coverage will end at the earliest of the following:

1. Ninety (90) days after the date on which the **Insured Item** is purchased by the **Cardmember**;
2. When a **Cardmember** is no longer defined as a **Cardmember** as stated in this Policy;
3. The date on which this Policy is cancelled.

### **PART III**

### **DESCRIPTION OF COVERAGE**

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The Purchase Protection Plan automatically, without registration, protects most **Insured Items** when the full **Purchase Price** is charged to the **Card** by insuring the item for ninety (90) days from the date of purchase in the event of direct physical damage or theft (hereinafter called "Loss") anywhere in the world, if the item is not covered by **Other Insurance**. If the item is stolen or damaged, it will be replaced, repaired, or the **Cardmember** will be reimbursed at the discretion of the Company. Items the **Cardmember** gives as gifts are covered under the Purchase Protection Plan subject to compliance with the terms and conditions of the Policy.

### **PART IV**

### **LIMITATIONS**

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1. Indemnification for Loss is limited to \$1,000 per **Cardmember** per **Occurrence** (even if the **Occurrence** involves more than one **Insured Item**) and is further subject to the terms, conditions and exclusions set forth in this Policy.
2. The insurance provided under this Policy is supplementary. This Policy is not a substitute for **Other Insurance** which also insures against direct physical damage or theft to the **Insured Item**. This Policy will indemnify **Eligible Persons** only to the extent that direct physical damage or theft is not covered by such **Other Insurance**.
3. The total liability of the Company for any **Insured Item** under this Policy shall not exceed the **Purchase Price** of that item.
4. For **Insured Items** purchased with a partial payment utilizing the **Card** the total limit of liability will be prorated based upon the percentage of the partial payment.
5. Claims for **Insured Items** belonging to a pair or set will be paid for at the full **Purchase Price** of the pair or set providing the items are not useable individually and cannot be replaced individually.
6. Valid claims will be settled, at the Company's sole option, either by replacing, repairing or rebuilding the **Insured Item** or by cash payment in an amount not to exceed the **Purchase Price**, subject always to the limits of liability.

### **PART V**

### **EXCLUSIONS**

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1. There shall be no payment under this Policy for Loss arising from the following perils:
  - a. Wear and tear;
  - b. Theft of items attached to or carried by or in a motor vehicle;
  - c. Mysterious disappearance, lost items;
  - d. Inherent product defects, faulty material or workmanship;
  - e. War, invasion, hostilities, rebellion, insurrection, confiscation by order of any government or public authority or risks of contraband or Losses arising from illegal activity or acts;
  - f. Flood and earthquake;
  - g. Radioactive contamination.
2. There shall also be no payment under the Policy for Loss of:
  - a. Cash, or its equivalent, Travellers Cheques, tickets and any other negotiable instruments;
  - b. Animals or living plants;
  - c. Consumable goods;
  - d. Perishable goods such as food and liquor;
  - e. Items left behind;
  - f. Ancillary costs incurred in respect of an **Insured Item** and not forming part of the **Purchase Price**;
  - g. Jewellery and watches in baggage unless carried by hand and under the personal supervision of the **Cardmember** or by a person travelling with and sharing the same travel accommodations as the **Cardmember** (travelling companion), for the trip;

- h. Motorized vehicles;
- i. Property solely used and pertaining to a business, profession or occupation;
- j. Property as a result of deliberate physical abuse to the property, excluding vandalism;
- k. Property which was procured illegally; or
- l. Where the **Cardmember** knowingly makes a false or fraudulent claim.

## **PART VI NOTICE OF LOSS AND CLAIMS**

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All claims must be reported within 48 hours of the theft, loss and damage occurring by calling **1-800-243-0198** (in Canada or the United States) or by calling collect **(905) 475-4822** (elsewhere in the world).

If the **Cardmember** is making a claim, their claim must be submitted with as much documentation as possible, as requested below, within 30 days after date of loss. The **Cardmember** will need to provide all documentation within 90 days of the date of direct physical damage or theft of the **Insured Item** to the claims administrator at the address provided below.

The following claim documentation is required:

1. Original purchase receipt for item being claimed
2. Statement showing purchase
3. If claim is due to damage, a repair estimate or note from repair facility stating irreparable
4. If claim is due to damage and damage is visible, pictures of the damaged items
5. Homeowner's policy showing amount of deductible
6. If claim is due to theft, a copy of the police report. If a copy was not provided, we will need the police report number, name & badge number of the police officer.

Forward this documentation to:

**Royal & Sun Alliance Insurance Company of Canada**  
**Claims Management Services**  
**2225 Erin Mills Parkway, Suite 1000**  
**Mississauga, Ontario L5K 2S9**

For all correspondence, please include the **Cardmember's** name, the Policyholder's name and the Policy number **PSI018516570**.

Upon the request from the Company, the **Cardmember** will, at the **Cardmember's** expense, send the damaged **Insured Item** for which a claim is made to the Company. When a claim is paid, the **Cardmember** shall, upon request from the Company, transfer the **Insured Item** and assign the legal right to the **Insured Item's** ownership to the Company to the extent of the Loss indemnified under this Policy.

### **FRAUD**

Any fraud or willfully false statement in a statutory declaration in relation to any of the above particulars vitiates the claim of the person making the declaration.

### **APPRAISAL**

In the event of disagreement as to the value of the **Insured Item**, the property saved or the amount of loss, those questions shall be determined by appraisal as provided under The Insurance Act before there can be any recovery under this Policy whether the right to recover on the contract is disputed or not, and independently of all other questions. There shall be no right to an appraisal until a specific demand is made in writing and until after proof of loss has been delivered.

### **PARTS**

Except in the case of claims for **Insured Items** belonging to a pair or set (see Part IV, [5]), all other loss of, or damage, to any part of the **Insured Item**, consisting, when complete for use, of several parts, the Company is not liable for more than

the repair or replacement value of the part damaged, including the cost of installation.

## **SUBROGATION**

When a claim is paid, the **Eligible Person** shall, upon request from the Company, transfer the item to the Company and assign the legal right to recover from the party responsible for the Loss to the Company to the extent of the Loss indemnified under this Policy.

## **PROCEEDINGS**

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 (or comparable legislation) in the province of residence of the **Cardmember**.

## **CANADIAN CURRENCY**

All payments shall be payable in the lawful currency of Canada. All benefit limits indicated are in Canadian currency.

## **PROTECTING CARDMEMBER'S PRIVACY**

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Royal & Sun Alliance is committed to protecting the **Cardmember's** privacy and the confidentiality of their personal information. Royal & Sun Alliance is responsible for all personal information under its control and has designated a Privacy Officer who is accountable to Senior Management for Royal & Sun Alliance's compliance with this Privacy Policy. This Privacy Policy may change from time to time. The **Cardmember** can view the latest and entire version of this Policy by visiting our website at [www.rsagroup.ca](http://www.rsagroup.ca). If the **Cardmember** has any questions about this Privacy Policy please call us at 1-888-877-1710.

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# CUSTOMER SERVICE NUMBERS

**Chubb Life Insurance Company of Canada:** 1-877-777-1544

Travel Accident Insurance

**Royal&SunAlliance Insurance Co. of Canada:** 1-800-243-0198

Buyer's Assurance<sup>®</sup> Protection Plan

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