

INSURANCE PRODUCT SUMMARY AND FACT SHEET

Summary of Coverages included with your
American Express Business Travel Account

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INSURANCE PRODUCT SUMMARY

Summary of Coverages included with your American Express Business Travel Account

Insurer: Royal & Sun Alliance Insurance Company of Canada 18 York St., Suite 800 Toronto, Ontario M5J 2T8 AMF Register – Insurer’s client no.: 2001291200	INSURER CUSTOMER SERVICE HELPLINE Toll-free: 1-800-243-0198 Collect: 905-475-4822
Distributor: Amex Bank of Canada 2225 Sheppard Avenue East, Suite 100 Toronto, Ontario M2J 5C2	AMEX CUSTOMER SERVICE 1-800-869-3016
Autorité des marchés financiers: Place de la Cité, tour Cominar 2640 boulevard Laurier, 4e étage Québec (Québec) G1V 5C1	Québec City: 418-525-0337 Montreal: 514-395-0337 Toll-Free: 1-877-525-0337 Fax: 418-525-9512 Website: www.lautorite.qc.ca

What is the purpose of this document?

This document is a summary of the insurance coverages included with your Amex Card. It has been provided to help you decide if these coverages meet your needs. **This is not a Certificate of Insurance. The information contained within this summary is not exhaustive. Please refer to the [Certificate of Insurance](#) for complete details.**

Misrepresentation and Concealment

Any information that you misrepresent, misstate or conceal, or that is incomplete, may result in cancellation of the insurance or denial of a claim.

Flight and Baggage Delay & Hotel Burglary Insurance

What is this insurance for?

Flight and Baggage Delay & Hotel Burglary Insurance can reimburse some of your expenses if you miss your flight, your flight is delayed or you are denied boarding, your baggage is delayed or if your accommodation is broken into.

Missed or delayed flight benefits

- If your connecting flight is delayed and no other transportation is available **within 4 hours**, we will reimburse your reasonable living expenses **within 48 hours** of exiting the airplane.
- If your flight is delayed or you are denied boarding due to overbooking and no other transportation is available **within 4 hours**, we will reimburse your reasonable living expenses **within 48 hours** of the delay or denied boarding.

Baggage delay benefits

- If your checked baggage is delayed by **6 hours or more**, we will reimburse you up to the benefit maximum for the purchase of necessary clothing and toiletries.

Hotel burglary benefits

- If your accommodation is broken into while you are a registered guest, we will reimburse you for the loss of your personal items.

Important limits on this insurance:

- maximum coverage is \$500 CAD per incident for flight and baggage delay.
- maximum coverage is \$500 CAD per incident for hotel burglary.
- it is only available for amounts not covered by other insurance.

Summary of key conditions

Who can be insured?

- Coverage is available if you have an **American Express Business Travel Account** and you are a Canadian resident.
- Coverage is available to the Cardmember, the Cardmember’s spouse, and dependent children, whether you travel together or not. **Refer to the definition of “dependent children” in the Certificate of Insurance to determine if your child is considered a dependent.**

When does coverage start and end?

Flight and Baggage Delay

- Coverage starts when the full fare for your airline ticket is charged in advance to your Card.
- Coverage ends when you return to your place of residence.

Hotel Burglary

- Coverage starts when the full price of your accommodation is reserved, booked and charged to your Card.
- Coverage ends when you return to your place of residence.

For this insurance to apply, you must pay the full cost of the airline ticket or the cost of accommodations with your Card or by using points under the Card reward program, when applicable taxes have been charged to the Card.

For assistance or to file a claim

We will provide you with instructions on how to file a claim. You should provide the insurer with written notice **within 30 days** of the incident. You must provide the insurer with supporting documents for your claim as soon as reasonably possible after reporting the incident.

What is not covered?

We will not pay any expenses associated with the following:

- Alternate travel arrangements made by you such as taxi, limo, bus or purchasing an airline ticket;
- Baggage delay when you are on a flight returning to your place of residence.

Other conditions and exclusions may apply

THIS IS ONLY A SUMMARY OF THE INSURANCE COVERAGES INCLUDED WITH YOUR AMEX CARD. CONDITIONS AND EXCLUSIONS ARE SET OUT IN FULL DETAIL IN THE [CERTIFICATE OF INSURANCE](#).

Please read it carefully.

How much does it cost?

- The insurance is included with your Card. No separate fees, premiums or expenses will be charged.

What if I change my mind after applying for a Card?

- Contact Amex Bank of Canada (the Distributor) for assistance.

What happens in the event of a dispute?

- We're here to help you, please contact the insurer for support.

You must comply with the time limits imposed by law if you wish to bring a proceeding or any other action against the insurer. You can learn about our complaints policy or submit a complaint at www.rsagroup.ca/complaint-procedures

These insurance products are underwritten by Royal & Sun Alliance Insurance Company of Canada.
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The purpose of this fact sheet is to inform you of your rights.
It does not relieve the insurer or the distributor of their obligations to you.

LET'S TALK INSURANCE!

Name of distributor: Amex Bank of Canada

Name of insurer: Royal & Sun Alliance Insurance Company of Canada

Name of insurance product: American Express Business Travel Account



IT'S YOUR CHOICE

You are never required to purchase insurance:

- that is offered by your distributor;
- from a person who is assigned to you; or
- to obtain a better interest rate or any other benefit.

Even if you are required to be insured, **you do not have to** purchase the insurance that is being offered. **You can choose** your insurance product and your insurer.



HOW TO CHOOSE

To choose the insurance product that's right for you, we recommend that you read the summary that describes the insurance product and that must be provided to you.



DISTRIBUTOR REMUNERATION

A portion of the amount you pay for the insurance will be paid to the distributor as remuneration. The distributor **must** tell you when the remuneration exceeds 30% of that amount.



RIGHT TO CANCEL

The Act allows you to rescind an insurance contract, **at no cost**, within 10 days after the purchase of your insurance. However, the insurer may grant you a longer period of time. After that time, fees may apply if you cancel the insurance. **Ask** your distributor about the period of time granted to cancel it **at no cost**.

If the cost of the insurance is added to the financing amount and you cancel the insurance, your monthly financing payments might not change. Instead, the refund could be used **to shorten the financing period**. **Ask your distributor for details**.

The *Autorité des marchés financiers* can provide you with unbiased, objective information.
Visit www.lautorite.qc.ca or call the AMF at 1-877-525-0337.

Reserved for use by the insurer: Royal & Sun Alliance Insurance Company of Canada
18 York St., Suite 800
Toronto, Ontario M5J 2T8
AMF Register - Insurer's client no.: 2001291200

INSURANCE PRODUCT SUMMARY

\$500,000 Travel Accident Insurance

Master Group Policy – TMH600135

Summary of Coverages included with your American Express Business Travel Account

<p>Insurer: Chubb Life Insurance Company of Canada 199 Bay Street, Suite 2500, P.O. Box 139 Commerce Court West Postal Station Toronto, ON M5L 1E2</p> <p>AMF Register – Insurer's Number: 2000461714</p>	<p>INSURER CUSTOMER SERVICE HELPLINE 1-877-777-1544</p>
<p>Distributor: Amex Bank of Canada 2225 Sheppard Avenue East, Suite 100 Toronto, Ontario M2J 5C2</p>	<p>AMEX CUSTOMER SERVICE 1-800-869-3016</p>
<p>Autorité des marchés financiers: Place de la Cité, tour Cominar 2640 boulevard Laurier, 4e étage Québec (Québec) G1V 5C1</p>	<p>Québec City: 418 525-0337 Montreal: 514 395-0337 Toll Free: 1 877-525-0337 Fax: 418 525-9512 Website: www.lautorite.qc.ca</p>

What is the purpose of this document?

This Summary has been provided to help you decide if the insurance included with your AMEX Card meets your needs. This is not your Certificate of Insurance. The information contained within this summary is not exhaustive. Please refer to the [Certificate of Insurance](#) for complete details.

What is this insurance for?

Common Carrier Accident Insurance provides coverage for an accidental death or dismemberment resulting from riding as a passenger on a common carrier (land, air or water vehicle). Alternate Transportation Insurance provides coverage for an injury resulting from an accident during a trip while riding as a passenger in or being struck by any conveyance providing alternate transportation for a scheduled flight.

Summary of key conditions

Who can be insured?

- A. a Basic or Supplementary Cardmember who has an American Express 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.

TRAVEL INSURANCE COVERAGE

The Insurer will pay the applicable benefit amount if you suffer 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 Insurer pay for more than one Loss sustained as a result of any one accident. The benefit amount paid will be for the greatest Loss.

Common Carrier Benefit:

A benefit is payable under the Policy if you sustain an 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 you sustain an 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 you are 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 you suffer a Loss for which benefits are otherwise payable under the Policy, such Loss will be covered under the Policy.

If you disappear because of an accident on a Covered Trip which results in the disappearance, sinking or wrecking of a Common Carrier Conveyance, and if your 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 you suffered Loss of life as a result of Injury covered by the Policy.

MAXIMUM INDEMNITY

If you have multiple American Express Cards, the Insurer under the Policy will only pay the highest amount payable under one American Express Card, as stated in “Benefit Amounts”, for any one Loss sustained by you as a result of any one accident.

When does coverage start?

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

When does coverage end?

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.

To file a claim

- You must call us as soon as possible after the incident.
- We will provide you with instructions needed to file a claim.
- You must submit your claim to us **within 30 days** of the incident.

FILING A CLAIM

If a Loss occurs, You should contact the Insurer and file a claim. The procedure for filing a claim is detailed on page 3 of the Certificate of Insurance. The time period for the Insurer to pay a claim and the steps You should take should You disagree with the outcome of Your claim, are detailed on page 3 of the Certificate of Insurance. Written notice of claim must be given to the Insurer at 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.

HELPLINE

Canada and
the United
States

1-877-772-
7797 (toll free)

What is not covered?

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.

Privacy

You may consult the Insurer's Privacy policy to understand how they collect and use your personal information. 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 Life, visit: <https://www.chubb.com/ca-en/privacy-policy.aspx>

Other conditions and exclusions may apply

Additional conditions and exclusions are described in detail in the Certificate of Insurance.

Please refer to the [Certificate of Insurance](#) for complete terms and conditions.

How much does it cost?

The insurance is included with your AMEX Card. No separate fees, premiums or expenses will be charged.

What if I change my mind after applying for an AMEX Card?

Contact AMEX (the Distributor) for assistance.

What happens in the event of a dispute?

- We're here to help you, please contact us for support.
- You must comply with the time limits imposed by law if you wish to bring a proceeding or any other action against the insurer.

COMPLAINT TO THE INSURER AND COMPLAINT RESOLUTION PROCESS

To make a complaint and access the Insurer's policy on handling complaints, please click on the following link: <https://www.chubb.com/ca-en/complaint-resolution-process.aspx>

This insurance product is underwritten by Chubb Life Insurance Company of Canada.

The purpose of this fact sheet is to inform you of your rights.
It does not relieve the insurer or the distributor of their obligations to you.

LET'S TALK INSURANCE!

Name of distributor: Amex Bank of Canada

Name of insurer: Chubb Life Insurance Company of Canada

Name of insurance product: Travel Accident Insurance



IT'S YOUR CHOICE

You are never required to purchase insurance:

- that is offered by your distributor;
- from a person who is assigned to you; or
- to obtain a better interest rate or any other benefit.

Even if you are required to be insured, **you do not have to** purchase the insurance that is being offered. **You can choose** your insurance product and your insurer.



HOW TO CHOOSE

To choose the insurance product that's right for you, we recommend that you read the summary that describes the insurance product and that must be provided to you.



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Reserved for use by the insurer:

