

INSURANCE PRODUCT SUMMARY AND FACT SHEET

Summary of Coverages included with your
American Express® Green Card

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Royal & Sun Alliance Company of Canada

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INSURANCE PRODUCT SUMMARY

Summary of Coverages included with your American Express® Green Card

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.

Buyer’s Assurance® Protection Plan

What is this insurance for?

Buyer’s Assurance Protection Plan can automatically extend the original manufacturer’s warranty on a new item of personal property. Coverage is provided for product malfunction, defect or damage covered by the item’s original manufacturer’s warranty at no additional cost for up to **one additional year** on warranties of five years or less that are valid in Canada or the United States.

Important limits on this insurance:

- maximum coverage is \$10,000 CAD per item, up to a total maximum of \$25,000 CAD per policy year.
- it is only available for amounts not covered by other insurance.

Summary of key conditions

Who can be insured?

- Coverage is available if you are a holder of an **American Express® Green Card** and you are a Canadian resident.

When does coverage start and end?

- Coverage starts immediately after the original manufacturer’s warranty expires.
- Coverage ends one year from the original manufacturer’s warranty.

The entire purchase price of an item, including any taxes, must be charged to your Card for this insurance to apply.

For assistance or to file a claim

You must report the claim to the insurer **within 30 days** of the incident. We will provide you with instructions needed to file a claim. You must provide the insurer with supporting documents for your claim within 60 days of the incident or 30 days after our request.

What is not covered?

We will not pay any expenses associated with the following:

Warranties

- Warranties and/or service plan agreements lasting more than 5 years or additional warranties purchased from the manufacturer or other party.

General exclusions

- Any physical damage including damage due to normal wear and tear;
- Improper installation or modification or basic product defects;
- Motorized vehicles and their parts, animals, living plants, jewellery.

Purchase Protection® Plan

What is this insurance for?

Purchase Protection Plan can automatically protect most new items of personal property if the item is lost, stolen or damaged anywhere in the world. The item will be replaced or repaired, or you will be reimbursed the portion of the purchase price that was charged to your Card.

Important limits on this insurance:

- maximum coverage is \$1,000 CAD per incident.
- it is only available for amounts not covered by other insurance.

Summary of key conditions

Who can be insured?

- Coverage is available if you are a holder of an **American Express® Green Card** and you are a Canadian resident.

When does coverage start and end?

- Coverage starts when you charge at least a portion of the purchase price of the item to your Card.
- Coverage ends 90 days after the date of purchase.

You must charge at least a portion of the purchase price to your Card for this insurance to apply.

For assistance or to file a claim

You must report the incident to the insurer **within 30 days** of the loss, theft or damage. We will provide you with instructions on how to file a claim. 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:

Specific items

- Traveller's cheques, any type of currency, cash, tickets;
- Animals, living plants, perishables and consumables such as food or liquor;
- Jewelry or watches stolen from baggage not hand carried by the Cardmember or the Cardmember's travelling companion;
- Motorized vehicles.

General exclusions

- Wear and tear;
- Theft from a motor vehicle, mysterious disappearance or lost items, items left behind;
- Product defects, faulty material or workmanship.

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® Green Card



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