

Insurance Certificate

**AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA and
AMERICAN BANKERS LIFE ASSURANCE COMPANY OF FLORIDA**

**CAA Rewards Mastercard Cardholders
Certificate of Insurance
Amended and Restated Effective July 1st 2018
Group Policy: NBC0316 and NBCL0316**

This Certificate of Insurance contains a clause which may limit the amount payable. Additionally, this Certificate of Insurance contains a provision removing or restricting the right of the Insured Person to designate persons to whom or for whose benefit insurance money is payable.

This Certificate of Insurance contains information about your insurance. Please read it carefully and keep it in a safe place. Refer to the Definitions section or to the applicable description of benefits and the paragraph following this one for the meanings of all capitalized terms.

The coverage outlined in this Certificate of Insurance is effective as of March 1, 2016. Coverage is underwritten by American Bankers Life Assurance Company of Florida and American Bankers Insurance Company of Florida (hereinafter collectively referred to as the “Insurer”) under Group Policy numbers NBC0316 and NBCL0316 (hereinafter collectively referred to as the “Policy”) issued by the Insurer to National Bank of Canada (hereinafter called the “Policyholder”). The terms, conditions and provisions of the Policy are summarized in this Certificate of Insurance, which is incorporated into and forms part of the Policy. All benefits are subject in every respect to the Policy, which alone constitutes the agreement under which benefits will be provided. You or a person making a claim under this Certificate may request a copy of the Policy and/or copy of your application for this insurance (if applicable) by writing to the Insurer at the address shown below.

The Insurer’s Canadian head office is located at 5000 Yonge Street, Suite 2000, Toronto, ON M2N 7E9.

In no event will a corporation, partnership or business entity be eligible for the insurance coverage provided by this Certificate of Insurance.

Claim payment and administrative services under this Policy are arranged by the Insurer.

DEFINITIONS

Accident: A sudden, unexpected and unforeseeable cause of injury from an external source.

Account: The primary Cardholder's CAA Rewards Mastercard Account which is in Good Standing with the Policyholder.

Administrator: The service provider arranged by the Insurer to provide claims payment and administrative services under the Policy.

Baggage Delay: A delay or misdirection of the Cardholder's property by a Common Carrier for more than 4 hours from the time the Cardholder arrives at the destination on the Cardholder's ticket.

CAA Rewards Mastercard®*: A CAA Rewards Mastercard issued by the Policyholder.

Cardholder: The primary Cardholder and any supplemental Cardholder, who is a natural person, resident in Canada and who is also issued a CAA Rewards Mastercard and whose name is embossed on the card. Cardholder may also be referred to herein using "You" and "Your".

Common Carrier: Any land, air or water conveyance operated which is licensed to carry passengers without discrimination and for hire, excluding courtesy transportation provided without a specific charge.

Dependent Child: Your unmarried natural, adopted or step-children who are dependent on You for maintenance and support and who are either under 21 years of age, or under 25 years of age and in full time attendance at a recognized institution of higher learning in Canada. Dependent Child(ren) also includes children 21 years of age or over who are permanently mentally or physically challenged and incapable of self-support.

Dollars and \$: Canadian dollars.

Essential Items: The minimum essential clothing and toiletries, the purchase of which is rendered absolutely necessary and indispensable due to the delay of an Insured Person's checked luggage.

Good Standing: With respect to an Account, that the primary Cardholder has not advised the Policyholder in writing to close it, it is in compliance with all terms of the Cardholder Agreement and the Policyholder has not suspended or revoked credit privileges or otherwise closed the Account.

Immediate Family Member: An Insured Person's Spouse, daughter or son, whether natural, adopted or stepchild, grandchild, mother, father, stepparent, sister, stepsister, brother, stepbrother, parent-in-law, daughter-in-law, son-in-law, sister-in-law and brother-in-law.

Insured Person: A Cardholder and, where specified, his or her Spouse and each Dependent Child and certain other eligible persons as outlined under the applicable benefit.

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Mysterious Disappearance: An article of personal property cannot be located and the circumstances of its disappearance cannot be explained or do not lend themselves to a reasonable inference that a theft occurred.

Original Manufacturer's Warranty: An express written warranty valid in Canada and issued by the original manufacturer of personal property, excluding any extended warranty offered by the manufacturer or any third party.

Spouse: The Cardholder's legal husband or wife, or the person with whom the Cardholder has lived and publicly represented as his or her Spouse for at least one continuous year.

Ticket: Evidence of fare paid for travel on a Common Carrier, which has been charged in full to the Account.

Trip: A scheduled period of time during which an Insured Person is away from his or her province or territory of residence in Canada.

PURCHASE ASSURANCE AND EXTENDED WARRANTY INSURANCE

Coverage is underwritten by American Bankers Insurance Company of Florida. Purchase Assurance and Extended Warranty coverage are available only to the Cardholder. No other person or entity shall have any right, remedy or claim, legal or equitable to the benefits. Benefits are only available when the full cost of personal items is charged to the Account.

Purchase Assurance

Purchase Assurance benefits are available automatically, without registration, to protect most new items of personal property purchased with Your CAA Rewards Mastercard.

Benefits

Eligible items are protected for 90-days from the date of purchase against loss, damage or theft anywhere in the world, subject to the Limitations & Exclusions below. If such an item is lost, stolen or damaged, it will be replaced or repaired or You will be reimbursed the purchase price charged to the Account, at the Administrator's discretion.

Limitations and Exclusions

Purchase Assurance coverage is in excess of all other applicable valid insurance, indemnity, warranty or protection available to You in respect of the item(s) subject to the claim. Purchase Assurance benefits are not available in respect of the following:

- (i) traveller's cheques, cash (whether paper or coin), bullion, precious metals, tickets, documents, stamps, negotiable instruments or property of a similar nature;
- (ii) animals or living plants;
- (iii) golf balls or other sports equipment lost or damaged during the course of normal use;
- (iv) mail order, Internet, telephone purchases or any purchase being shipped until delivered and accepted by You in new and undamaged condition;
- (v) automobiles, motorboats, airplanes, motorcycles, motor scooters, snowblowers, riding lawnmowers, golf carts, lawn tractors or any other motorized vehicles (except for miniature electrically powered vehicles intended for recreational use by children) or any of their respective parts or accessories;
- (vi) perishables such as food and liquor and/or goods consumed in use;
- (vii) jewellery, gems, watches and furs stored in baggage unless such baggage is hand carried under the personal supervision of the Cardholder or such Cardholder's travelling companion with the Cardholder's knowledge;
- (viii) used or previously owned or refurbished items, including antiques, collectibles and fine arts;
- (ix) items purchased and/or used by or for a business or for commercial gain;

- (x) losses caused by or resulting from fraud, misuse or lack of care, improper installation, hostilities of any kind (including war, terrorism, invasion, rebellion or insurrection), confiscation by authorities, risks of contraband, illegal activities, normal wear or tear, flood, earthquake, radioactive contamination, Mysterious Disappearance or inherent product defects;
- (xi) bodily injury, property damage, consequential damages, punitive damages, exemplary damages and legal fees; or
- (xii) services, including delivery and transportation costs of items purchased.

See General Provisions for Purchase Assurance and Extended Warranty Insurance below.

Extended Warranty

Coverage is only available when the full cost of personal items with an Original Manufacturer's Warranty valid in Canada is charged to the Account.

Benefits

Extended Warranty benefits are available automatically, without registration, to provide You with double the period of repair services otherwise provided by the Original Manufacturer's Warranty, to a maximum of 1 full year, on most personal items purchased new and charged to the Account provided that, in all cases, automatic coverage is limited to Original Manufacturer's Warranties of 5 years or less. Most Original Manufacturer's Warranties over 5 years will be covered if registered with the Administrator within the first year after purchase of the item. Please refer to "Registration" section below for further details. Extended Warranty benefits apply to any parts and/or labour costs resulting from mechanical breakdown or failure of a covered item, where such obligation was specifically covered under the terms of the Original Manufacturer's Warranty.

Extended Warranty benefits are limited to the lesser of the cost to repair or replace or the original purchase price of the eligible item, including applicable taxes.

Registration

To register item(s) with an Original Manufacturer's Warranty of more than 5 years for the Extended Warranty benefit, You must send copies of the following items to the Administrator within one year after the item is purchased.

- (i) a copy of the original vendor sales receipt;
- (ii) the customer copy of Your Account sales receipt;
- (iii) the serial number of the item; and
- (iv) a copy of the Original Manufacturer's Warranty.

Call **1-800-427-3504** from Canada and the United States for further information.

Limitations and Exclusions

Extended Warranty coverage is in excess of all other applicable valid insurance, indemnity, warranty or protection available to You in respect of the item(s) subject to the claim. The Extended Warranty benefit ends automatically upon the date when the original manufacturer ceases to carry on business for any reason whatsoever.

The Extended Warranty benefit does not cover the following:

- (i) aircraft, automobiles, motorboats, motorcycles, motor scooters, snowblowers, snowmobiles, riding lawn mowers, golf carts, lawn tractors or any other motorized vehicles (except for miniature electrically powered vehicles intended for recreational use by children) or any of their respective parts or accessories;
- (ii) services;
- (iii) items purchased and/or used by or for a business or for commercial gain; or
- (iv) bodily injury, property damages, consequential damages, punitive damages, exemplary damages or aggravated damages and legal fees.

GENERAL PROVISIONS FOR PURCHASE ASSURANCE AND EXTENDED WARRANTY INSURANCE

Gifts

Eligible items that You give as gifts are covered for Purchase Assurance and Extended Warranty benefits. In the event of a claim, You, not the recipient of the gift, must make the claim for benefits.

Limits of Liability

There is a maximum lifetime liability of \$60,000 per Account. You will be entitled to receive no more than the original purchase price of the protected item as recorded on Your sales receipt. When the protected item is part of a pair or set, You will receive no more than the value of the particular part or parts lost or damaged regardless of any special value that the item may have as part of an aggregate purchase price of such pair or set. The Insurer, at its sole option, may elect to:

- (i) repair, rebuild or replace the item lost or damaged (whether wholly or in part); or
- (ii) pay You for said item, not exceeding the lesser of the original purchase price, the replacement price or the repair cost thereof and subject to the exclusions, terms and limits of liability as stated in this Certificate of Insurance.

Other Insurance

Purchase Assurance and Extended Warranty coverage is in excess of all other applicable valid insurance, indemnity, warranty or protection available to You in respect of the item(s) subject to the claim. The Insurer will be liable only for the amount of loss or damage over the amount covered under such other insurance, indemnity, warranty or protection and for the amount of any applicable deductible, and only if all such other coverage has been claimed under and exhausted, and further subject to the terms, exclusions and limits of liability set out in this Certificate of Insurance. This coverage will not apply as contributing insurance, notwithstanding any provision in any other insurance, indemnity or protection policies or contracts.

How to Claim

You must keep original receipts and other documents described herein to file a valid claim.

Immediately after learning of any loss or occurrence, You must notify the Administrator by telephoning 1-800-427-3504. The Administrator will send You the applicable claim form(s). Your failure to provide proof of loss within 90 days from the date of loss or damage may result in denial of the related claim. You must complete and sign the claim form which must contain the time, place, cause and amount of loss, and include the following:

- (i) the customer copy of the Your sales receipt and a copy of the Account statement showing the charge;
- (ii) the original vendor's sales receipt;
- (iii) a copy of the Original Manufacturer's Warranty (for Extended Warranty claims); and
- (iv) a police, fire, insurance claim or loss report and/or other report of the occurrence of the loss sufficient for determination of eligibility for the benefits hereunder.

Prior to proceeding with any repair services, You must obtain the Administrator's approval in order to ensure the eligibility for payment of Your claim. At the sole discretion of the Insurer, You may be required to send, at Your own expense, the damaged item on which a claim is based to the Administrator in order to support Your claim. Payment made in good faith will discharge the Insurer to the extent of this claim.

COMMON CARRIER TRAVEL ACCIDENT INSURANCE AND BAGGAGE DELAY INSURANCE

Common Carrier Travel Accident Insurance is underwritten by American Bankers Life Assurance Company of Florida and Baggage Delay Insurance is underwritten by American Bankers Insurance Company of Florida.

For this benefit, Insured Person means the Cardholder, his or her Spouse and Dependent Child(ren).

As a CAA Rewards Mastercard Cardholder, You, Your Spouse and Your Dependent Child(ren) will be automatically insured against accidental loss of life, limb, sight, speech or hearing while riding as a passenger in, entering or exiting any licensed Common Carrier, provided the entire cost of the Ticket, less redeemable certificates, vouchers, coupons or free flights awarded from frequent flyer cards, has been accumulated or charged to Your Account. If the entire cost of the Ticket has been charged to Your Account prior to departure for the airport, terminal or station, coverage is also provided:

- a) for Common Carrier travel (including taxi, bus, train or airport limousine, but not including courtesy transportation provided without a specific charge), immediately, preceding Your departure, directly to the airport, terminal or station;
- b) while at the airport, terminal or station;
- c) for Common Carrier travel immediately following Your arrival at the airport, terminal or station of Your destination.

If the entire cost of the Ticket has not been charged to Your Account prior to arrival at the airport, terminal or station, coverage begins at the time the entire cost of the Ticket is charged to Your Account. This coverage does not include commutation which is defined as travel between the Insured Person's permanent residence and regular place of employment.

In conjunction with a covered Trip, the Insurer will reimburse the Cardholder up to the maximum Baggage Delay Benefit Amount of \$300. The Insurer's payment is limited to expenses incurred for the emergency purchase of Essential Items needed by the Insured Person while on a covered Trip and at a destination other than the Insured Person's location of permanent residence. Baggage Delay means a delay or misdirection of the Insured Person's property by a Common Carrier for more than 4 hours from the time the Insured Person arrives at the destination on the Insured Person's Ticket. Property means the Insured Person's baggage and personal property contained in the baggage that has been checked in with a Common Carrier.

Beneficiary

The loss of life benefit will be paid to the beneficiary designated by the Insured Person. If no such designation has been made, that benefit will be paid to the first surviving beneficiary in the following order:

- a) the Insured Person's Spouse,
- b) the Insured Person's child(ren),
- c) the Insured Person's parents,
- d) the Insured Person's brothers and sisters,
- e) the Insured Person's estate.

All other indemnities will be paid to the Insured Person.

Benefits

The Benefit Amount payable is as specified in the following Schedule of Insurance. "Benefit Amount" means the loss amount applicable at the time the entire cost of the Ticket is charged to Your Account. The Loss must occur within one year of the Accident. "Loss" means, with respect to a hand, complete severance through or above the knuckle joints of at least 4 fingers on the same hand; with respect to a foot, complete severance through or above the ankle joint. The Insurer will consider it a loss of hand or foot even if they are later reattached.

Schedule of Insurance	Amount of Benefit – Common Carrier Travel Accident Insurance
Loss of life	\$1,000,000
Loss of both hands and/or both feet	\$1,000,000
Loss of one foot or one hand and the entire sight of one eye	\$1,000,000
Loss of sight of both eyes	\$1,000,000
Loss of speech and hearing	\$1,000,000
Loss of one hand or one foot	\$500,000
Loss of sight of one eye	\$500,000
Loss of speech or hearing	\$500,000
Loss of thumb and index finger on the same hand	\$250,000

The Insurer will pay the single largest applicable Benefit Amount. In no event will duplicate request forms or multiple charge cards obligate the Insurer in excess of the stated Benefit Amounts for any one loss sustained by any one individual Insured Person as the result of any one Accident.

In the event of multiple accidental deaths per Account arising from any one Accident, the Insurer's liability for all such Losses will be limited to a maximum limit of insurance equal to 3 times the applicable Benefit Amount for loss of life. Benefits will be proportionately divided among the Insured Persons up to the maximum limit of insurance.

The maximum Baggage Delay benefit is \$300, and

- 1) limited to \$100 per day per Insured Person up to a maximum of 3 days; and
- 2) in excess of all other valid and collectible insurance.

Exclusions

This insurance does not cover loss resulting from:

- 1) an Insured Person's emotional trauma, mental or physical illness, disease, pregnancy, childbirth or miscarriage, bacterial or viral infection (except bacterial infection caused by an Accident or from accidental consumption of a substance contaminated by bacteria) or bodily malfunctions;
- 2) suicide, attempted suicide or intentionally self-inflicted injuries;
- 3) declared or undeclared war, but war does not include acts of terrorism;
- 4) commutation which is defined as travel between the Insured Person's permanent residence and regular place of employment.

This insurance also does not apply to an Accident occurring while an Insured Person is in, entering or exiting any aircraft while acting or training as a pilot or crew member, but this exclusion does not apply to passengers who temporarily perform pilot or crew functions in a life-threatening emergency.

Essential Items not covered by the Baggage Delay benefit include, but are not limited to:

- 1) contact lenses, eyeglasses or hearing aids;
- 2) artificial teeth, dental bridges or prosthetic devices;
- 3) tickets, documents, money, securities, cheques, traveller's cheques and valuable papers; or
- 4) business samples.

Termination of Coverage

This insurance will cease on the date the Policy is terminated or on the date Your Account ceases to be in Good Standing, whichever comes first.

How to Claim

Answers to specific questions related to the Common Carrier Travel Accident Insurance or the Baggage Delay benefit can be obtained by calling the Insurer at **1-800-427-3504** from Canada and the United States, or **647-288-2614** locally or collect from elsewhere in the world. As a condition to the payment of benefits under this insurance, the Insurer will need certain information from You if You need to file a claim. This documentation will include, at a minimum and not limited to, the following:

For the Common Carrier Travel Accident Insurance:

- › a copy of the invoice showing Your CAA Rewards Mastercard as the method of payment;
- › certified death certificate;
- › medical records pertaining to the Accident; and
- › police report or any other accident reports filed.

For the Baggage Delay Benefit:

- › itemized original receipts for actual expenses incurred;
- › a copy of the baggage claim ticket;
- › verification from the Common Carrier of the delay including reason for the delay; and
- › a copy of the invoice showing Your CAA Rewards Mastercard as the method of payment.

Program management is provided by:

CSI Brokers Inc., 1 Yonge Street, Suite 1801, Toronto, ON M5E 1W7

GENERAL PROVISIONS AND STATUTORY CONDITIONS

Unless otherwise expressly provided herein or in the Policy, the following general provisions apply to the benefits described in this Certificate of Insurance.

Notice and Proof of Claim

Immediately after learning of a loss, or an occurrence which may lead to a loss under any of these insurance benefits, notify the Administrator. You will then be sent a claim form. Written notice of claim must be given to the Administrator as soon as reasonably possible after the occurrence or commencement of any loss covered by the Policy, but in all events within 90 days from the date of such loss. Written notice given by or on behalf of the claimant or the beneficiary, with information sufficient to identify the Cardholder, shall be deemed notice of claim. The completed claim forms together with written proof of loss must be delivered as soon as reasonably possible, but in all events within one year from the date on which the loss occurred. Failure to provide notice or furnish proof of claim within the time prescribed herein does not invalidate the claim if the notice or proof is given or furnished as soon as reasonably possible, and in no event later than one year from the date a claim arises hereunder, if it is shown that it was not reasonably possible to give notice or furnish proof within the time so prescribed. If the notice or proof is given or furnished after one year, Your claim will not be paid.

Payment of Claim

Benefits payable under the Policy will be paid upon receipt of full written proof, as determined by the Insurer.

Termination of Coverage

Coverage ends on the earliest of:

- (i) the date the Account is cancelled, closed or ceases to be in Good Standing;
- (ii) the date the Cardholder ceases to be eligible for coverage; and
- (iii) the date the Policy terminates.

No coverage will be provided for items purchased after the Policy termination date.

Subrogation

Following payment of an Insured Person's claim for loss or damage, the Insurer shall be subrogated to the extent of the amount of such payment, to all of the rights and remedies of the Insured Person against any party in respect of such loss or damage, and shall be entitled, at its own expense, to sue in the Insured Person's name. The Insured Person shall give the Insurer all such assistance as is reasonably required to secure its rights and remedies, including the execution of all documents necessary to enable the Insurer to bring suit in the name of the Insured Person.

Due Diligence

The Insured Person shall use due diligence and do all things reasonable to avoid or diminish any loss or damage under the Policy.

False Claim

If You make any claim knowing it to be false or fraudulent in any respect, You shall no longer be entitled to the benefits of this insurance nor to the payment of any claim under the Policy.

Legal Action

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* or other applicable legislation in your province or territory.

If You Have a Concern or Complaint

If You have a concern or complaint about Your coverage, please call the Insurer at 1-800-427-3504. The Insurer will do its best to resolve Your concern or complaint. If for some reason the Insurer is unable to do so to Your satisfaction, You may pursue the concern or complaint in writing to an independent external organization. You may obtain detailed information for the Insurer's resolution process and the external recourse either by calling the Insurer at the number listed above or at: www.assurantsolutions.ca/consumer-assistance.

Privacy

The Insurer may collect, use and share personal information provided by You to the Insurer, and obtained from others with Your consent, or as required or permitted by law. The Insurer may use the information to serve You as a customer and communicate with You. The Insurer may process and store Your information in another country, which may be subject to access by government authorities under applicable laws of that country. You may obtain a copy of the Insurer's privacy policy by calling **1.888.778.8023** or from their website: www.assurantsolutions.ca/privacy. If You have any questions or concerns regarding the privacy policy or Your options for refusing or withdrawing this consent, You may call the Insurer at the number listed above.

TRAVEL ASSISTANCE SERVICES

Assistance Services are services only, not insurance benefits. Any costs incurred for, or in connection with such services will be charged to the Account (subject to credit availability). If not chargeable, payment for such costs will be arranged (where reasonably possible) through family or friends. These services are available on a 24 hour, 7 day a week basis. To take advantage of any of the services described below, simply call **1-800-427-3504** from Canada and the United States or **647-288-2614** locally or collect from elsewhere in the world. Assistance Services may not be available in countries of political unrest and such other countries as may from time to time be determined to be unsafe, or which may be inaccessible.

Medical Referral and Assistance

In the event of a medical emergency, You will be directed to the nearest appropriate medical facility wherever possible. It is recommended that You contact the administrator for this assistance prior to seeking treatment for any medical emergency. Please note that any costs incurred for or in connection with such services will be charged to the Account (subject to credit availability).

Emergency Cash Transfer

In the event of theft, loss or an emergency while travelling away from home, You can call to obtain an emergency cash transfer, to a maximum of \$5,000.

Lost Document and Ticket Replacement

In the event of theft or loss of necessary travel documents or tickets when travelling, You can call for assistance with arrangements for their replacement.

Lost Luggage Assistance

In the event of theft or loss, You can call for assistance to help You locate or replace lost or stolen luggage and personal effects. The cost of obtaining replacement luggage and personal effects will be charged to the Account.

Pre-Trip Information

You can call and obtain information regarding passport and visa regulations, and vaccination and inoculation requirements for the country You are visiting.

Legal Referrals and Payment Assistance

If, while travelling, You require legal assistance, You can call for a referral to a local legal advisor and/or assistance with arrangements for the posting of bail and the payment of legal fees to a maximum of \$5,000.