

## SUMMARY

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

8 key points you should know about travel insurance

Do you have a Solutions Banking World Elite 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 [nbc-insurance.ca/documents](http://nbc-insurance.ca/documents).

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

#### Product information

Group insurance policy No. 713705-10A  
Type: Travel 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, 5<sup>th</sup> 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](http://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
Emergency medical care (EMC) outside of the province of residence	Covers emergency medical care	Up to \$5,000,000 per person, per trip
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 \$2,500 per insured person, per trip › Maximum \$500 per person, per trip for subsistence expenses in the event of a delayed departure flight
Trip interruption	Covers certain expenses when a trip is interrupted after your departure	Up to \$5,000 per insured person, per trip › Subsistence expenses up to \$3,000 per person, per trip
Lost, damaged, stolen or delayed baggage	Offers compensation in the event of: › Lost, damaged or stolen baggage › Baggage delayed more than 6 hours	Up to \$1,000 per person, per trip › Maximum \$500 per person, per trip, in the event of baggage delay › Maximum \$250 per item in the event of loss, damage or theft
Vehicle rental	Covers damages to a rented vehicle caused by an accident, fire, theft or vandalism	Up to \$65,000 per rental (maximum duration of 48 days)

#### NOTE

- › Certain fees must be charged to the credit card account, at least in part, in order to be covered.
- › The rental of the vehicle must have been paid in full with the card or using the card's reward points 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.

#### Emergency medical care (EMC) outside of the province of residence

##### Exclusion based on the insured's age and trip duration

Depending on your age, you are covered in the event of a medical emergency if your trip respects the maximum number of days permitted.

- › 54 years or less: 60 days
- › 55 to 64 years: 31 days
- › 65 to 75 years: 15 days
- › 76 years or more: no trip is covered

**NOTE:** If the trip duration is longer than the maximum number of days permitted, no coverage will be offered for this trip.





### Circumstances not covered

Benefits will not be paid if the accident or illness is directly or indirectly related to one of the following causes:

- › Any symptom or condition for which:
  - You did not consult a physician when it would have been reasonable to do so; or
  - Diagnostic exams ordered by a physician were not completed; or
  - The recommended treatment or medication was not taken
- › Pregnancy, including complications, in the 8 weeks before the expected date of birth
- › Participation in one of the following activities:
  - 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, alcoholism or addiction to any other substance, including the effects of withdrawal
- › Driving while impaired by alcohol or drugs
- › Trip for a medical consultation or to receive medical treatment
- › Suicide, attempted suicide or self-inflicted injury
- › Hostilities of any kind (including war, invasion, insurrection and acts of terrorism)
- › Criminal act or attempted criminal act
- › Mental, psychological, psychiatric or nervous problems, unless you are hospitalized for one of these conditions
- › Any reason that could interfere with the trip that is known at the time of purchase

### Care not covered

No benefit is payable for the following types of care or any expenses directly or indirectly related to these types of care or associated complications:

- › Care or medication that is not required or is provided for the convenience of the patient
- › Care or treatment for cosmetic purposes
- › Care or treatment not covered by your public health insurance
- › Care or treatment in the category of alternative medicine

### Medications or products not covered

No benefit is payable for medications or products available over the counter, even if prescribed.

### 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
- › 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

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

#### **Limitations**



### About vehicle rental

#### In case of damage

- › This protection does not include any public liability insurance and therefore does not offer protection against property damage or injuries.

#### Excluded vehicles

- › Trucks, campers, trailers, all-terrain vehicles;
- › Recreational, luxury or modified vehicles;
- › Antique cars;
- › Motorcycles, mopeds or motorized bikes;
- › Certain trucks.

### Situations that are not covered

- › Failure to respect one or several rental contract conditions;
- › Operation of the vehicle by someone that is not authorized by the rental contract;
- › Transportation of people or merchandise for payment;
- › Driving while impaired by alcohol, drugs or medication;
- › Off-road driving;
- › Normal wear and tear, mechanical breakdown, gradual deterioration, inherent defect, or damage from insects or animals;
- › Intentional acts, irrespective of the mental state of the driver;
- › Any type of conflict (war, invasion, rebellion, insurrection, terrorism, etc.);
- › Seizure, confiscation, quarantine or destruction of the vehicle by public authorities, customs agents or the government;
- › Any illegal activity or criminal act.



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.

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### 3 Duration of insurance

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#### 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.

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### 4 You may cancel this insurance coverage at any time

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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.

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### 5 No premiums are payable for travel insurance

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

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### 6 You must meet certain criteria to be insured

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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.

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

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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.

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### 8 Filing a claim and applicable timeframes

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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, 5<sup>th</sup> Floor  
Montreal, QC H3B 2G7

Phone: 1-877-871-7500

Email: [insurance@nbc.ca](mailto:insurance@nbc.ca)

If we were not able to process your complaint within a period of 14 days, it will automatically be handled by the National Bank Client Complaint Appeal Office. If you received a response within the 14-day period but you remain dissatisfied, you may contact the Client Complaint Appeal Office:

Telephone: 514-394-8655 or 1-888-300-9004

Website: [nbc.ca](http://nbc.ca)

Email: [complaintappeal@nbc.ca](mailto:complaintappeal@nbc.ca)

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, 4<sup>th</sup> 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](http://lautorite.qc.ca)

#### OmbudService for Life & Health Insurance (OLHI)

Toll-free number

Canada: 1-888-295-8112

Toronto: 416-777-9002

Website: [olhi.ca](http://olhi.ca)

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

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## Notice given by a distributor

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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](http://www.lautorite.qc.ca).

### **Notice of rescission of an insurance contract**

Send to:

National Bank Life Insurance Company  
1100 Robert Bourassa Blvd., 5<sup>th</sup> 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)