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

8 key points you should know about travel insurance

Do you have a Solutions Banking World or 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 ig.ca/en/mastercard.

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

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, 5th 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.

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

Product information
Group insurance policy No. 713705-3A
Type: Travel insurance (group insurance)
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:

<table>
<thead>
<tr>
<th>COVERAGE</th>
<th>IMPORTANT DETAILS</th>
<th>MAXIMUM COVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency medical care (EMC) outside of the province of residence</td>
<td>Covers emergency medical care</td>
<td>Up to $5,000,000 per person, per trip</td>
</tr>
<tr>
<td>Trip cancellation or delayed departure flight</td>
<td>Covers certain fees related to a trip cancellation or in the event of a departing flight delay (delayed more than 4 hours)</td>
<td>Up to $2,500 per insured person, per trip</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Maximum $500 per person, per trip for subsistence expenses in the event of a delayed departure flight</td>
</tr>
<tr>
<td>Trip interruption</td>
<td>Covers certain expenses when a trip is interrupted after your departure</td>
<td>Up to $5,000 per insured person, per trip</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Subsistence expenses up to $3,000 per person, per trip</td>
</tr>
<tr>
<td>Lost, damaged, stolen or delayed baggage</td>
<td>Offers compensation in the event of:</td>
<td>Up to $1,000 per person, per trip</td>
</tr>
<tr>
<td></td>
<td>› Lost, damaged or stolen baggage</td>
<td>Maximum $500 per person, per trip, in the event of baggage delay</td>
</tr>
<tr>
<td></td>
<td>› Baggage delayed more than 6 hours</td>
<td>Maximum $250 per item in the event of loss, damage or theft</td>
</tr>
</tbody>
</table>

**NOTE**

› Certain fees must be charged to the credit card account, at least in part, 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.

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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.

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**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.
Pre-existing conditions

No benefit is payable if the illness or accident is directly or indirectly related to:

If you are under the age of 61 on the date of departure

- Illness or injury of any kind for which, during the 3 months before the trip, you:
  - Consulted a physician or had a medical examination (excluding routine follow-up);
  - Were hospitalized;
  - Were prescribed a new medication or treatment;
  - Took a new medication or received a new treatment;
  - Changed the dose of a medication or a treatment regimen

- Any cardiac condition where you took nitroglycerine for chest pain more than once during a period of 7 days in the 3 months preceding the date of departure for the trip

- Any pulmonary condition for which you received oxygen or corticosteroid therapy in the 3 months preceding the date of departure for the trip

If you are age 61 and over on the date of departure

- Illness or injury of any kind for which, during the 6 months before the trip, you:
  - Consulted a physician or had a medical examination (excluding routine follow-up);
  - Were hospitalized;
  - Were prescribed a new medication or treatment;
  - Took a new medication or received a new treatment;
  - Changed the dose of a medication or a treatment regimen

- Any illness, injury or condition included in the following list:
  - Cardiovascular conditions
  - Chronic obstructive pulmonary conditions
  - Neurological conditions
  - Insulin-dependent (type 1) diabetes
  - Kidney failure, kidney transplant
  - Gastrointestinal conditions
  - Cancer or malignant tumour

and for which, during the 6 months preceding the date of departure for the trip, you:

- Consulted a physician or had a medical examination (excluding routine follow-up);
- Were hospitalized;
- Were prescribed or received treatment;
- Were prescribed or took medication

Example to illustrate the pre-existing conditions clause

Before the departure date, you consulted your physician about chest pain.

Under age 61:
During the 3 months before the departure date.

Age 61 and over:
During the 6 months before the departure date.

During your trip, you suffered a heart attack and had to be hospitalized for emergency medical care. No benefit is payable for this condition.

Departure date

End of 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
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.
3 Duration of insurance

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.

4 You may cancel this insurance coverage at any time

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.

5 No premiums are payable for travel insurance

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

6 You must meet certain criteria to be insured

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.

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

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.

8 Filing a claim and applicable timeframes

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.

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.

Don’t agree with a decision regarding your claim?
Contact us:
National Bank Life Insurance Company
1100 Robert Bourassa Boulevard, 5th Floor
Montreal, QC  H3B 2G7
Phone: 1-877-871-7500
Email: insurance@nbc.ca
If we have not responded to your complaint, or 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, 6th 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
laautorite.qc.ca

OmbudService for Life & Health Insurance (OLHI)
Toll-free number
Canada: 1-888-295-8112
Toronto: 416-777-9002
Website
olhi.ca
For applicable limitation periods, consult your provincial regulatory body or your legal advisor.

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.
Notice given by a distributor

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.

Notice of rescission of an insurance contract

Send to:
National Bank Life Insurance Company
1100 Robert Bourassa Blvd., 5th 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)