

## SUMMARY

# Purchase protection and extended warranty with the Solutions Banking™ World Elite® Mastercard® credit card

## 8 key points you should know about purchase protection and extended warranty coverage

Do you have a Solutions Banking World Elite Mastercard credit card? Did you know that your card includes purchase protection and extended warranty coverage?

### Read this summary!

It presents key points about the purchase protection and extended warranty coverage 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](https://nbc-insurance.ca/documents).

If you have any questions about purchase protection and extended warranty coverage, please contact the assistance provider.

#### Product information

Group insurance policy No. 713705-10A  
Type: Purchase protection and extended warranty



### 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 the 8 key points you should know about the purchase protection and extended warranty coverage included with your credit card

### 1 Purchase protection and extended warranty at a glance

The following is an overview of available coverage:

COVERAGE	IMPORTANT DETAILS	MAXIMUM COVERAGE
Purchase protection and extended warranty	<p>New items:</p> <ul style="list-style-type: none"> <li>› Covers theft or breakage occurring within 90 days of the date of purchase</li> <li>› Doubles the manufacturer's warranty duration up to one additional year</li> </ul>	\$60,000 for the entire duration of the account
Repair or replacement of mobile devices	Covers mobile devices in case of breakage, loss or theft	<p>The lowest cost from the following list:</p> <ul style="list-style-type: none"> <li>› the cost of replacing the mobile device; or</li> <li>› the repair cost as reflected in the mobile device account statement; or</li> <li>› the depreciated value; or</li> <li>› \$1,000</li> </ul> <p>(deductible applied based on the value of the mobile device).</p>

#### NOTE

- › Purchases or fees must have been paid in full with the card or using your card's reward points in order to be covered.



You will find all information concerning what situations and damages are covered in article a) of the insurance certificate pertaining to each type of coverage.

## 2 Purchase protection and extended warranty coverage involves 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:

#### Purchase protection and extended warranty 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.

#### Items not covered – Purchase protection

- › Documents of title or negotiable instruments (gift cards, cash, etc.)
- › Animals, living plants and perishable products
- › Electronic devices and software
- › Heating and cooling appliances
- › Automotive vehicles and their parts and accessories
- › Mail order purchases
- › Drones and any other remote-controlled aerial devices

#### Items not covered – Extended warranty

- › Previously owned or used items
- › Automotive vehicles and their parts and accessories
- › Heating and cooling appliances
- › Items purchased for a business or commercial use

#### Circumstances not covered – Purchase protection

- › Theft of jewellery
- › Damage to sports equipment due to use
- › Fraud or attempted fraud
- › Criminal act
- › Misuse
- › Items purchased for a business or commercial use
- › Hostilities of any kind (including war, invasion, insurrection and acts of terrorism)
- › Confiscation by authorities, contraband or illegal activities
- › Normal wear and tear
- › Earthquake, nuclear contamination or flood
- › Mysterious disappearance
- › Damage caused by corrosion or mould
- › Damage caused by insects or animals



**Circumstances not covered – Extended warranty**

- › Breakage or defect of the item or any other event not covered under the manufacturer's original warranty

**Circumstances not covered – Purchase protection and extended warranty**

- › The owner of the item did not take reasonable measures to prevent the breakage or theft of the insured item
- › Any personal injury or property damage caused directly or indirectly by the insured item

**About mobile device insurance****Original manufacturer's warranty**

Purchase and mobile device insurance does not replace the original manufacturer's warranty.

If breakage is covered by the manufacturer's warranty, the latter must honour its warranty. Purchase and mobile device insurance does not pay any deductible for breakage covered by the original manufacturer's warranty.

**Items that are not covered**

- › Accessories (whether included in the manufacturer's original packaging or purchased separately);
- › Batteries;

- › Devices purchased for professional or commercial use, or for the purpose of being resold;
- › Used, second-hand or refurbished devices;
- › Modified devices;
- › Devices that were shipped to you in a brand-new state but were damaged during transportation.

**Situations that are not covered**

- › Power surges or other electrical disturbances;
- › Any aesthetic damage that does not affect the device's functioning;
- › Problems related to software, suppliers or the network;
- › Theft or any other intentional or criminal act on the part of the owner, their spouse or their children;
- › Conflict of any kind (war, invasion, rebellion, insurrection, terrorism, etc.);
- › Confiscation by the authorities, contraband and illegal activities;
- › Normal wear and tear;
- › Earthquake, radioactive contamination, flooding.



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

Purchase protection and extended warranty coverage 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
- › The date on which the account is closed at the request of the primary cardholder
- › The date on which the purchase protection and extended warranty coverage is cancelled or suspended by the Bank (A notice will be sent to the primary cardholder at least 90 days in advance)

#### About mobile device insurance

#### Start

Your protection begins as of the latest of the following dates:

- › The 60<sup>th</sup> day following the date of purchase of your mobile device; or
- › The date your second consecutive monthly payment towards your plan appears on your Mastercard account (in cases where part or all of the purchase price is financed by the plan).

#### End

Your protection ends as of the earliest of the following dates:

- › 2 years after the date of purchase of your mobile device; or
- › When a monthly payment towards your plan does not appear on your account (in cases where part or all of the purchase price is financed by the plan).



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 purchase protection and extended warranty coverage

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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 an authorized user of the credit card.

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

Send the forms and supporting documents to the insurer 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)