

## SUMMARY

# Purchase protection, travel insurance and assistance services provided with National Bank of Canada Platinum Mastercard® credit card

## 4 important facts you should know

Are you a Platinum credit cardholder at National Bank? Did you know your card includes complimentary access to purchase and travel insurance as well as assistance services?

### Read this summary!

It presents key points about purchase and travel insurance included with your credit card.

Understanding these points will help you determine if this insurance product meets your needs.



For all the coverage details, consult the insurance certificate, available at [nbc-insurance.ca](http://nbc-insurance.ca) > [documentation](#).

For any questions regarding purchase protection and travel insurance, contact the Assistance provider at 1-888-235-2645 or 514-286-8345 (collect calls accepted).

#### Information about the product

Collective insurance policy No. 713705-6  
Type: Purchase insurance and extended warranty and travel insurance (group insurance)



### ASSISTANCE PROVIDER INFORMATION

> **CanAssistance Inc.**  
1981 McGill College Ave., Suite 400  
Montreal, Quebec H3A 2W9  
**Telephone**  
**Canada and the U.S.:** 1-888-235-2645  
**Elsewhere (call collect):** 514-286-8345

### INFORMATION ABOUT THE INSURER

> **National Bank Life Insurance Company**  
1100 Robert Bourassa Blvd., 5<sup>th</sup> Floor  
Montreal, Quebec H3B 2G7  
**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 Ave., Suite 400  
Montreal, Quebec H3A 2W9  
**Montreal:** 514-286-7686  
**Toll-free:** 1-877-986-7681  
**qc.croixbleue.ca**

### DISTRIBUTOR INFORMATION

> **National Bank of Canada**  
600 De La Gauchetière St. West  
Montreal, Quebec H3B 4L2  
**Montreal:** 514-394-5555  
**Toll-free:** 1-888-483-5628  
**nbc.ca**

## 4 important facts you should know about purchase and travel insurance included with your credit card

### 1 Purchase and 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
Purchase and warranty extension	For new items: <ul style="list-style-type: none"> <li>&gt; Covers theft or damage occurring within 180 days following the date of purchase</li> <li>&gt; Three times the manufacturer's warranty duration up to 2 years or more</li> </ul>	\$60,000 for the entire duration of the account
Emergency medical care outside 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 delayed departure flight (delayed more than 4 hours)	Up to \$1,250 per person, per trip <ul style="list-style-type: none"> <li>&gt; Maximum \$500 per person, per trip for living expenses in the event of a delayed departure flight (\$250 maximum per day)</li> </ul>
Trip interruption	Covers certain fees related to a trip interruption	\$2,500 per person, per trip <ul style="list-style-type: none"> <li>&gt; Living expenses up to \$1,500 per person, per trip (\$250 maximum per day)</li> </ul>
Baggage	Offers compensation in the event of: <ul style="list-style-type: none"> <li>&gt; lost, damaged or stolen baggage</li> <li>&gt; baggage delayed more than 6 hours</li> </ul>	Up to \$1,000 per person, per trip <ul style="list-style-type: none"> <li>&gt; Maximum \$500 per person, per trip, in the event of baggage delay</li> <li>&gt; Maximum \$250 per item in the event of loss, damage or theft</li> </ul>
Vehicle rental	Covers damages caused by an accident, fire, theft or vandalism	Up to \$65,000 per rental (maximum duration of 48 days)
	Covers occupants' personal effects	Up to \$2,000 per rental for personal effects <ul style="list-style-type: none"> <li>&gt; Maximum \$1,000 per person, per event</li> </ul>

#### 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 types of care, situations and costs are covered in article a) of the certificate pertaining to each type of coverage.



#### WHAT YOU SHOULD KNOW concerning purchase and travel insurance

Purchase and travel insurance also offers medical and general assistance services as well as legal assistance at all times.

---

## 2 Purchase and 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 the insurance certificate.

**Please review them immediately.**



You will find all the details about exclusions in the certificate in article b) of each protection.



### **WARNING**

#### Exclusion for pre-existing conditions

If you were injured or ill in the 3 or 6 months prior to your travel date of departure, the exclusion for pre-existing conditions may apply.

#### Emergency medical care outside of the province of residence

#### Exclusion for maximum duration of trip

You are not covered if the duration of the trip is longer than 10 days.



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

Purchase and travel insurance goes 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 per the request of the primary cardholder;
- > the date on which the purchase and travel insurance is cancelled or suspended by the Bank (advance notice will be sent to the primary cardholder at least 90 days prior).



Consult section 2 of the insurance certificate and article a) pertaining to each type of coverage for all the details concerning insurance duration.

---

### 4 How to file 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 the forms and send them to:

**CanAssistance Inc.**

1981 McGill College Avenue, Suite 400  
Montreal, QC H3A 2W9

Gather the necessary documents for the application consideration, if applicable, and send them to the assistance provider as soon as possible, ideally within 90 days of the event to which the claim relates.

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.



For more details about claims and payment of benefits, consult the article c) of each section of the insurance certificate.

---

## 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 as a result of 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  
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)

In: \_\_\_\_\_ (place of signature of contract)

\_\_\_\_\_  
(name of client)

\_\_\_\_\_  
(signature of client)



### **The client experience is our top priority**

We're here to listen and help, no matter what you have to say.

**For any questions, call the Assistance provider at 1-888-235-2645 or 514-286-8345.**

For the insurer's complaint settlement policy, visit the website at [nbc-insurance.ca](http://nbc-insurance.ca).



Insurer: National Bank Life Insurance Company. The NATIONAL BANK INSURANCE word mark and logo are trademarks of National Bank of Canada, used under licence by some of its subsidiaries. For Alberta residents, the insurer is Canassurance, Insurance Company.

® MASTERCARD is a registered trademark of Mastercard International Inc. Authorized user: National Bank of Canada.

© 2020 National Bank of Canada. All rights reserved. Any reproduction, in whole or in part, is strictly prohibited without the prior written consent of National Bank of Canada.

31364-002 (2020/06)