

**AMERICAN BANKERS  
LIFE ASSURANCE COMPANY  
OF FLORIDA**

**AND**

**AMERICAN BANKERS  
INSURANCE COMPANY  
OF FLORIDA**

**Certificate of Insurance and  
Statement of Services**

**MBNA Choice Rewards® World Elite®  
*Mastercard*® Cardholders  
Group Policy: MBNA-WE1119 and  
MBNA-WEL1119  
Effective: November 8, 2019**

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**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 at the end of this document or to the applicable description of benefits and the paragraph following this one for the meanings of all capitalized terms.**

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**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.**

The coverage outlined in this Certificate of Insurance is effective as of November 8, 2019, and is provided to eligible MBNA Choice Rewards World Elite *Mastercard* Cardholders, and where specified, their eligible Spouses and Dependent Children by American Bankers Insurance Company of Florida and/or American Bankers Life Assurance Company of Florida (hereinafter collectively referred to as the "Insurer") under Group Policy numbers MBNA-WE1119 and MBNA-WEL1119 (hereinafter referred to as the "Policy") issued by the Insurer to MBNA, a division of The Toronto-Dominion Bank (hereinafter referred to as 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. To the extent that any term, condition or provision of the Policy are deemed to be contrary to any applicable laws, the applicable laws shall govern with respect to such term, condition or provision of the Policy. You or a person making a claim under this Certificate of Insurance may request a copy of the Policy and/ or a 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, Ontario, M2N 7E9.

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

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

## **PURCHASE ASSURANCE AND EXTENDED WARRANTY**

Purchase Assurance and Extended Warranty coverage are underwritten by American Bankers Insurance Company of Florida. For this benefit, Insured Person means the Cardholder.

### **PURCHASE ASSURANCE**

Benefits are in effect when You charge the full cost of the item(s) to Your Account or pay such cost with points redeemed under the Choice Rewards program.

#### **Benefits**

Purchase Assurance benefits are available automatically, without registration, to protect most new items of personal property purchased by You with Your World Elite *Mastercard* Account, for 90 days from the date of purchase, against all risk of direct physical loss, theft or damage, anywhere in the world, subject to Limitations and Exclusions below.

#### **Limitations and Exclusions**

Purchase Assurance benefits are only available to the extent that the item in question is not otherwise protected or insured in whole or in part.

Purchase Assurance benefits are not available in respect of the following items:

- i) travellers cheques, cash (whether paper or coin), bullion, precious metals, tickets, documents, negotiable instruments or other numismatic property;
- ii) animals or living plants, golf balls or other sports equipment lost or damaged during the course of normal use;
- iii) mail order, internet, telephone purchase or any purchase being shipped until delivered and accepted by the Cardholder;
- iv) 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;

- v) perishables such as food and liquor and/or goods consumed in use;
- vi) jewellery lost or stolen from baggage unless such baggage is hand carried under the personal supervision of the Cardholder or the Cardholder's travelling companion with the Cardholder's knowledge;
- vii) used or previously owned or refurbished items, including antiques, collectibles and fine arts;
- viii) items purchased and/or used by or for a business or for commercial gain;
- ix) losses caused by or resulting from fraud, misuse or lack of care, improper installation, hostilities of any kind (including war, 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; or
- x) bodily injury, property damage, consequential damages, punitive damages, exemplary damages and legal fees.

#### **Limits of Liability**

There is a maximum lifetime liability of \$60,000 per Account for the Purchase Assurance benefit.

You will be entitled to receive no more than the original purchase price of the protected item or that portion of the original purchase price as recorded on Your World Elite *Mastercard*<sup>®</sup> sales receipt. Where the protected item is a part of a pair or set, You will receive no more than the value of the item 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 cash for the said item, not exceeding the original purchase price, the replacement price or the repair cost thereof, in the Insurer's discretion, and subject to the terms, exclusions and limits of liability set out in this Certificate of Insurance.

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

### **EXTENDED WARRANTY**

Benefits are in effect when You charge the full cost of covered new item(s) to Your Account or pay such cost with points redeemed under the Choice Rewards program.

#### **Benefits**

Extended Warranty benefits provide You with double the period of repair services on eligible items to a maximum of two years and provide the same coverage afforded by the Original Manufacturer's Warranty.

Benefits are available automatically and without registration where the Original Manufacturer's Warranty does not exceed five years. Where the Original Manufacturer's Warranty exceeds five years, the item must be registered within five years from the date of purchase. (Refer to "Registration").

Extended Warranty benefits are limited to the lesser of the cost to repair or replace or the original purchase price of the item.

#### **Limitations and Exclusions**

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 items:

- i) used items;
- ii) 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;
- iii) items purchased and/or used by or for a business or for commercial gain; or
- iv) bodily injury, property damage, consequential damages, punitive damages, exemplary damages and legal fees.

Extended Warranty benefits apply to any parts and/ or labour costs resulting from mechanical breakdown or failure of a covered item, or any other obligations that were specifically covered under the terms of the Original Manufacturer's Warranty.

#### **Registration**

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

- i) a copy of the original vendor sales receipt;
- ii) the "customer copy" of the World Elite *Mastercard* sales receipt;
- iii) serial number of the item; and
- iv) the Original Manufacturer's Warranty.

Call (905) 305-4255 or 1-800-315-2051.

### **GENERAL PROVISIONS FOR PURCHASE ASSURANCE AND EXTENDED WARRANTY**

#### **Gifts**

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

## Other Insurance

Purchase Assurance and Extended Warranty coverage is in excess of all other applicable valid warranty, insurance, indemnity 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, only if all such other coverage has been claimed under and exhausted and 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.

## Claim Procedures for Purchase Assurance and Extended Warranty

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

You must notify the Administrator immediately after learning of any loss or occurrence. 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 may obtain Purchase Assurance and/or Extended Warranty claim forms by calling (905) 305-4255 or 1-800-315-2051.

Prior to proceeding with replacement or repairs, You must obtain the Administrator's approval in order to ensure the eligibility for payment of Your claim. You must complete and sign a claim form which must contain the time, place, cause and amount of loss and include the following:

- i) the "customer copy" of the World Elite *Mastercard* sales receipt;
- ii) Your copy of the Account statement showing the charge;
- iii) the original vendor's sales receipt;

- iv) a copy of the Original Manufacturer's Warranty, (for Extended Warranty claims); and
- v) a police, fire, insurance claim or loss report or other third party report of the occurrence of the loss sufficient for determination of eligibility for the benefits hereunder.

In order to support Your claim You may be required to send, at Your own expense, the damaged item to the Administrator.

## Purchase Assurance and Extended Warranty Termination of Coverage

Coverage ends on the earliest of:

- i) the date Your World Elite *Mastercard* Account is cancelled, closed or ceases to be in Good Standing;
- ii) the date You cease 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.

## CAR RENTAL COLLISION/LOSS DAMAGE WAIVER

This coverage is underwritten by American Bankers Insurance Company of Florida. For this benefit, Insured Person means the Cardholder and any other person authorized to operate the rental car under the car rental agreement.

This coverage is in effect when You charge the full cost of the car rental to Your Account or pay such cost with points redeemed under the Choice Rewards program.

## Eligibility

You are eligible for World Elite *Mastercard* Car Rental Collision Damage Waiver insurance coverage when You rent most private passenger vehicles on a daily or weekly basis for a period NOT to exceed 31 consecutive days, provided that:

- i) You initiate the rental transaction by booking or reserving the car rental with Your World Elite *Mastercard* card and by providing Your World Elite *Mastercard* card as payment guarantee prior to the time You take possession of the car; and
- ii) You decline the rental agency's Collision Damage Waiver (CDW) or Loss Damage Waiver (LDW), or similar provision; and
- iii) You rent the car in Your name and charge the full cost of the car rental to Your Account or pay such costs with points redeemed under the Choice Rewards program.

## Benefits

Subject to the terms, exclusions and limits of liability set out in this Certificate of Insurance, You are provided with protection against the amount for which You are liable to the rental agency up to the actual cash value of the damaged or stolen rental vehicle as well as any valid and documented loss of use, reasonable and customary towing charges and administration charges resulting from damage or theft occurring while the rental vehicle is rented in Your name. Benefits are limited to one vehicle rental during any one period.

In some jurisdictions the law requires the rental agencies to include CDW/LDW in the price of the vehicle rental. In these locations, CDW/LDW benefits under this Policy will only provide coverage for any deductible that may apply, provided all the requirements outlined in this Certificate of Insurance have been met and You have waived the rental agency's Deductible Waiver. No CDW/LDW premiums charged by the rental agencies will be reimbursed under this Policy. Rental vehicles which are part of pre-paid travel packages are eligible for benefits if the total for Your Trip was charged to Your Account or You pay such cost with points redeemed under the Choice Rewards program and all other requirements are met. 'Free Rentals' are also eligible for benefits when received as the result of a promotion conditioned

on Your making previous rentals, if each such previous rental met the eligibility requirements of this Certificate of Insurance.

This coverage is available on a 24-hour basis anywhere in the world, except where prohibited by law, or where the coverage is in violation of the terms of the rental contract in the jurisdiction in which it was formed. (See the section "Know before you go" for tips on how to avoid having use of this coverage challenged.)

**This coverage does not provide any form of third-party automobile property damage or personal injury liability insurance.**

**Important:** Check with Your personal insurer and the rental agency to ensure that You and all other drivers have adequate personal property, personal injury and third-party liability coverages. This Policy only covers loss or damage to a rental vehicle, as stipulated herein.

## Know before you go

- i) While Car Rental Collision Damage Waiver benefits provide coverage on a worldwide basis (except where prohibited by law), and the coverage is well received by car rental merchants, there is no guarantee that this coverage will be accepted at every car rental facility. Some rental agencies may resist Your declining their CDW/LDW coverage. They may try to encourage You to take their coverage. If You refuse, they may insist You provide a deposit. Before booking a car, confirm that the rental agency will accept World Elite *Mastercard* Car Rental Collision Damage Waiver without requiring a deposit. If they won't, find one that will, and try to get written confirmation. If booking Your trip through a travel agency, let them know You want to take advantage of Car Rental Collision Damage Waiver benefits and have them confirm the rental agency's willingness to accept this coverage. You will not be compensated for any payment You

may have to make to obtain the rental agency's CDW/LDW.

- ii) Check the rental car carefully for scratches, dents and windshield chips, and point out any damage to the agency representative before You take possession of the car. Have them note the damage on the rental agreement (and take a copy with You) or ask for another vehicle.
- iii) If the vehicle sustains damage of any kind, immediately phone the Administrator at one of the numbers provided. Advise the rental agent that You have reported the claim and provide the Administrator's address and phone number. If loss appears to exceed \$1,000 You must also advise the police and request a police report. Do not sign a blank sales draft to cover the damage and loss of use charges.

### **Coverage Period**

Insurance coverage begins as soon as the Insured Person takes control of the vehicle, and ends at the earliest of:

- i) the time when the rental agency assumes control of the rental car, whether it be at its place of business or elsewhere;
- ii) the date on which Your Account ceases to be in Good Standing and/or Your Account privileges are suspended, revoked or otherwise terminated;
- iii) the date You cease to be eligible for coverage; and
- iv) the date the Policy terminates.

### **Types of vehicles covered**

The types of rental vehicles covered include:

Cars, sport utility vehicles, pickup trucks (as defined below) and minivans (as defined below). Minivans are covered provided they:

- i) are for private passenger use with seating for no more than eight occupants including the driver; and

- ii) are not to be used for hire by others.

Pickup trucks are covered provided they:

- i) do not exceed a "half-ton" rating (e.g. 150 or 1500 series not including "heavy-duty" models); and
- ii) are used exclusively for personal use on maintained roads; and
- iii) are not used to transport cargo, push or tow anything.

Any damage to the pickup truck caused by moving or transporting goods or cargo is not covered.

### **Types of vehicles NOT covered**

Vehicles which belong to the following categories are NOT covered:

- any vehicle with a Manufacturer's Suggested Retail Price (MSRP), excluding taxes, over \$65,000 at the time and place of loss;
- vans (except as defined above);
- trucks (except as defined above);
- campers or trailers;
- off-road vehicles;
- motorcycles, mopeds or motorbikes;
- expensive or exotic vehicles;
- customized vehicles;
- antique vehicles;
- recreational vehicles; and
- leased vehicles.

An antique vehicle is one which is over 20 years old or its model has not been manufactured for 10 years or more.

Limousines that have been stretched or altered from the original factory design are excluded. However, standard production models of these vehicles that are not used as limousines are not excluded.

## Limitations and Exclusions

Car Rental Collision Damage Waiver benefits do not cover any loss caused or contributed to by:

- operation of the vehicle in violation of the law or any terms of the car rental agreement;
- operation of the vehicle by any driver not authorized on the rental agreement at the time the rental is initiated;
- operation of the vehicle by any driver not in possession of a driver's license that is valid in the rental jurisdiction;
- operation of the vehicle on other than regularly maintained roads;
- alcohol intoxication and/or use of narcotics by the driver;
- nuclear reaction, radiation or radioactive contamination;
- damage to tires unless in conjunction with an insured cause;
- wear and tear, gradual deterioration, mechanical breakdown of vehicle;
- any damage caused by moving or transporting cargo;
- insects or vermin, inherent vice or damage;
- hostile or warlike action, insurrection, rebellion, revolution or civil war;
- seizure or destruction under quarantine or customs regulations or confiscation by any government or public authority;
- transporting contraband or illegal trade; or
- transportation of property or passengers for hire or any dishonest, fraudulent or criminal act committed by the Cardholder and or any authorized driver.

### Benefits DO NOT include coverage for:

- vehicles rented for a period that exceeds 31 consecutive days, whether or not under one or more consecutive rental agreements;
- a replacement vehicle for which Your personal automobile insurance, car dealer, repair shop, or other party is covering all or part of the rental cost;

- loss or theft of personal belongings in the vehicle;
- cellular telephones, portable computers and communication devices;
- any amount payable by Your employer or employer's insurance coverage, if the rental car was for business purposes;
- expenses assumed, waived or paid or payable by the rental agency or its insurer; or
- third party liability (injury to anyone or anything inside or outside the vehicle).

### In the Event of Accident or Theft

You must report a claim to the Administrator as soon as possible, and in all events certainly within 48 hours of the damage or theft having occurred. Call 1-800-315-2051 from Canada and the United States, or (905) 305-4255 collect from elsewhere in the world. Failure to report a claim within 48 hours may result in denial of the claim or reduction of Your benefit. A customer service representative will take preliminary information and forward You a claim form. You will be required to submit a completed claim form including the following documentation:

- a copy of the driver's license of the person who was driving the vehicle at time of the accident;
- a copy of the loss/damage report You completed with the rental agency;
- a copy of a police report required when the loss results in damage or theft claimed over \$1,000;
- a copy of Your World Elite *Mastercard* sales draft, and Your statement of Account showing the rental charge;
- the front and back of the original opened and closed out rental agreement;
- a copy of the itemized repair estimate, final itemized repair bill and parts invoices;
- original receipt(s) for any repairs for which You may have paid; and



- if loss of use is charged, a copy of the rental agency's complete daily utilization log from the date the car was not available for rental, to the date the car became available to rent.

Valid claims submitted with incomplete or insufficient documentation may not be paid.

## **CAR RENTAL ACCIDENTAL DEATH AND DISMEMBERMENT**

This benefit is underwritten by American Bankers Life Assurance Company of Florida. For this benefit, Insured Person means the Cardholder and his or her Spouse, Dependent Child(ren), parent, parent-in-law, and sister or brother who sustains an Accidental Bodily Injury while Occupying the covered rental car. Benefits are in effect when You charge the full cost of the car rental to Your Account or pay for such cost with points redeemed under the Choice Rewards program.

Coverage will be provided under the same terms, conditions, limitations and exclusions applicable to Car Rental Collision Damage Waiver (above) and Common Carrier Accidental Death & Dismemberment benefits (below).

The applicable benefit specified for the resulting Loss will be paid in accordance with the following Schedule of Insurance.

<b><u>Schedule of Insurance</u></b>	<b><u>Amount of Benefit</u></b>	
<b><u>Loss</u></b>	<b><u>Cardholder</u></b>	<b><u>Each other Occupant</u></b>
Loss of Life	\$200,000	\$20,000
Loss of Both Hands or Feet	\$200,000	\$20,000
Loss of One Foot or One Hand and the Entire Sight of One Eye	\$200,000	\$20,000

<b><u>Schedule of Insurance</u></b>	<b><u>Amount of Benefit</u></b>	
<b><u>Loss</u></b>	<b><u>Cardholder</u></b>	<b><u>Each other Occupant</u></b>
Loss of Sight of Both Eyes	\$200,000	\$20,000
Loss of One Hand and One Foot	\$200,000	\$20,000
Loss of Speech and Hearing	\$200,000	\$20,000
Loss of One Hand or One Foot	\$100,000	\$10,000
Loss of Sight of One Eye	\$100,000	\$10,000
Loss of Speech	\$100,000	\$10,000
Loss of Hearing	\$100,000	\$10,000
Loss of Thumb and Index Finger on the Same Hand	\$50,000	\$5,000

- i) the maximum benefit payable to all Insured Persons from any one accident is \$300,000 per Account; and
- ii) if more than one described Loss is sustained by an Insured Person, then the total benefit payable from one accident is limited to the greatest amount payable for any one Loss sustained.

For benefits to be payable, the Loss must occur within 365 days of the accidental event which caused the Loss.

In the event of a claim, contact the Administrator at 1-800-315-2051 from Canada and United States, or (905) 305-4255 collect from elsewhere in the world.

## **Beneficiary**

Unless otherwise specified by the insured Cardholder, any amount due for Loss of Life:

- i) at the death of the insured Cardholder, will be paid to the Spouse of the insured Cardholder, if living, otherwise equally to the insured Cardholder's then living children, including stepchildren and adopted children, if any, otherwise equally to the insured Cardholder's then living parents or parent, otherwise to the estate of the insured Cardholder; and
- ii) at the death of any other Insured Person, will be paid to the insured Cardholder in whose name the Account is maintained, if then living, otherwise as though it were a sum payable under i) above.

The beneficiaries herein designated may be changed in accordance with the Change of Beneficiary provision.

## **PERSONAL EFFECTS**

This coverage is underwritten by American Bankers Insurance Company of Florida. For this benefit, Insured Person means the Cardholder and his or her Spouse, Dependent Child(ren), parent, parent-in-law, and sister or brother while travelling with Cardholder.

Benefits are in effect when You charge the full cost of the car rental to Your Account or pay such cost with points redeemed under the Choice Rewards program.

Personal Effects benefits are provided for loss, theft or damage to personal effects while such personal effects are in transit or in any hotel or other building en route during a trip with the covered rental car, for the duration of the car rental period. Personal Effects do not include money (whether paper or coin), bullion, bank notes, securities, tickets, documents, memorabilia, collectibles, medals or other numismatic property.

Maximum coverage during the rental period is \$1,000 for each Insured Person, per occurrence. Total benefits for all Insured Persons during each car rental period are limited to \$2,000 per Account. Benefits are not paid if loss results from Mysterious Disappearance.

In the event of a claim, contact the Administrator at 1-800-315-2051 from Canada and the United States, or (905) 305-4255 collect from elsewhere in the world.

## **Other Insurance**

Personal Effects coverage is in excess of all other applicable valid insurance, indemnity or protection available to the Cardholder in respect of the items subject to the claim. The Insurer will be liable only for the amount of the loss or damage over the amount covered under such other insurance, indemnity or protection and for the amount of any applicable deductible, only if all other insurance has been claimed under and exhausted and 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.

## **COMMON CARRIER ACCIDENTAL DEATH AND DISMEMBERMENT**

This coverage is underwritten by American Bankers Life Assurance Company of Florida. For this benefit, Insured Person means the Cardholder.

Benefits are in effect when You charge the full cost of Common Carrier travel to Your Account or pay such cost with points redeemed under the Choice Rewards program.

## **Benefits**

As an Insured Person, You will be protected against an Accidental Bodily Injury sustained while Occupying a Common Carrier as a fare paying

passenger. The Insurer will pay the applicable benefit specified for the resulting Loss per the Schedule of Insurance below.

Coverage is in force when an Insured Person is Occupying a Common Carrier to:

- i) travel directly to the point-of-departure terminal for the Trip shown on the Ticket;
- ii) make the Trip as shown on the Ticket; or
- iii) travel directly from the point-of-arrival terminal for the Trip shown on the Ticket to the next destination.

Coverage is also in force while the Insured Person is at a travel terminal immediately prior to or following the Trip evidenced by the Ticket.

**Schedule of Insurance**

<u>Loss</u>	<u>Amount of Benefit</u>
Loss of Life	\$500,000
Loss of Both Hands or Feet	\$500,000
Loss of One Foot or One Hand and the Entire Sight of One Eye	\$500,000
Loss of Sight of Both Eyes	\$500,000
Loss of One Hand and One Foot	\$500,000
Loss of Speech and Hearing	\$500,000
Loss of One Hand or One Foot	\$250,000
Loss of Sight of One Eye	\$250,000
Loss of Speech	\$250,000
Loss of Hearing	\$250,000
Loss of Thumb and Index Finger on the Same Hand	\$125,000

- i) the maximum benefit payable to all Insured Persons from any one accident is \$1,000,000 per Account; and

- ii) if more than one described Loss is sustained by an Insured Person, then the total benefit payable from one accident is limited to the greatest amount payable for any one of the Loss sustained. For benefits to be payable, the Loss must occur within 365 days of the accidental event which caused the Loss.

Disappearance of an Insured Person’s body due to wrecking, sinking or disappearance of a Common Carrier does not invalidate the insurance coverage if the body has not been found within one year of the disappearance, subject to all other terms of the Policy.

**Beneficiary**

Unless otherwise specified by the insured Cardholder, any amount due under the Certificate of Insurance for Loss of Life:

- i) at the death of the insured Cardholder, will be paid to the Spouse of the insured Cardholder, if living, otherwise equally to the insured Cardholder’s then living children, including stepchildren and adopted children, if any, otherwise equally to the insured Cardholder’s then living parents or parent, otherwise to the estate of the insured Cardholder; and
- ii) at the death of any other Insured Person, will be paid to the insured Cardholder in whose name the Account is maintained, if then living, otherwise as though it were a sum payable under i) above.

The beneficiaries herein designated may be changed in accordance with the Change of Beneficiary provision.

**Limitations and Exclusions**

Common Carrier Accidental Death and Dismemberment benefits are not payable for a Loss caused by or resulting from:

- i) intentionally self-inflicted injuries;
- ii) suicide or attempted suicide;

- iii) illness or disease;
- iv) pregnancy or complications of pregnancy, including resulting childbirth or abortion;
- v) bacterial and viral infection except bacterial infection of an Accidental Bodily Injury, or if death results from the accidental ingestion of a substance contaminated by bacteria;
- vi) any act of declared or undeclared war;
- vii) civil disorders;
- viii) an accident occurring while operating or learning to operate, or serving as a member of the crew of any aircraft;
- ix) the commission or attempted commission of a criminal offence; or
- x) an accident occurring while Occupying a water conveyance unless the conveyance itself is involved in an accident which causes the Loss to the Insured Person.

In the event of a claim, contact the Administrator at 1-800-315-2051 from Canada and the United States, or (905) 305-4255 collect from elsewhere in the world.

## **BAGGAGE DELAY**

This coverage is underwritten by American Bankers Insurance Company of Florida. For this benefit, Insured Person means the Cardholder.

Benefits are in effect when You charge the full cost of Common Carrier travel to Your Account or pay such cost with points redeemed under the Choice Rewards program.

### **Benefits**

Baggage Delay benefits are available when, while on a covered Trip, Your Checked Baggage is delayed or misdirected by a Common Carrier for more than 24 hours from the time You arrive at the destination on Your Ticket. The Insurer will reimburse You up to the maximum amount of \$300 for expenses incurred for the emergency

purchase of essential items needed by You while on a covered Trip.

Baggage Delay benefits do not apply if the delay occurs at the Cardholder's location of permanent residence.

### **Limitations and Exclusions**

The Baggage Delay benefit is limited to \$100 per day up to a maximum of three days and is in excess of all other valid and collectible insurance.

Items not covered for Baggage Delay benefits include, but are not limited to:

- i) contact lenses, eyeglasses or hearing aids;
- ii) artificial teeth, dental bridges or prosthetic devices;
- iii) tickets, documents, money, securities, cheques, travellers cheques and valuable papers; or
- iv) business samples.

In the event of a claim, contact the Administrator at 1-800-315-2051 from Canada and the United States, or (905) 305-4255 collect from elsewhere in the world.

## **TRIP CANCELLATION**

This coverage is underwritten by American Bankers Insurance Company of Florida. For this benefit, Insured Person means a Cardholder 69 years of age or under and/or his or her Spouse 69 years of age or under, and Dependent Child(ren) when booked to travel on a Trip with the Cardholder and/or Spouse while the Cardholder is eligible for this coverage.

Benefits are in effect when You charge at least 75% of Eligible Expenses for a Trip to Your Account or pay such Eligible Expenses with points redeemed under the Choice Rewards program.

### **Benefits**

You will be reimbursed, up to a maximum of \$3,000 per Account per Trip, for any portion of

Eligible Expenses which are not refundable or reimbursable in any manner if, prior to a scheduled departure date, an Insured Person is required to cancel a Trip due to one of the following Covered Causes for Cancellation:

- i) death of an Insured Person, or an Insured Person's Immediate Family Member or a Travelling Companion;
- ii) sudden and unexpected illness, accidental injury or quarantine of an Insured Person and/or Travelling Companion which did not result from a Pre-Existing Condition and which prevents an Insured Person and/or Travelling Companion from leaving for a booked Trip on the scheduled departure date. A Physician must certify in writing that he or she advised the Insured Person and/or Travelling Companion to cancel the Trip after booking or that the illness or injury made it impossible for the Insured Person and/or Travelling Companion to start the booked Trip. Such certification must provide the medical reason for the decision; and
- iii) sudden and unexpected illness, or accidental injury of an Insured Person's Immediate Family Member after booking, which did not result from a Pre-Existing Condition and requires immediate hospitalization which is expected to last at least three consecutive days.

### **Limitations and Exclusions**

Benefits will not be payable for the cancellation of any Trip resulting directly or indirectly from:

- i) any reason other than those listed as Covered Causes for Cancellation;
- ii) a Pre-Existing Condition as defined;
- iii) pregnancy, childbirth and/or related complications occurring within nine weeks of the expected delivery date;
- iv) intentionally self-inflicted injuries, suicide or any attempt thereat;
- v) misuse of drugs, medication or alcohol;

- vi) insurrection or war, whether declared or undeclared; or
- vii) voluntary participation in a criminal offence or in a riot or civil commotion.

### **Claim procedures for Trip Cancellation**

When a claim occurs due to a Covered Cause for Cancellation, You must cancel Your Trip with the travel agency and notify the Administrator at 1-800-315-2051 from Canada and the United States, or (905) 305-4255 collect from elsewhere in the world within 48 hours. You are also required to submit a completed claim form and provide documentation to substantiate Your claim, including the following:

- i) original tickets, original vouchers, invoices, receipts;
- ii) World Elite *Mastercard* receipt, statement of Account and any other documentation necessary to confirm that at least 75% of Eligible Expenses was charged to Your Account or paid for in points redeemed under the Choice Rewards program;
- iii) proof of the Covered Cause for Cancellation (e.g., medical certificate, death certificate);
- iv) proof that You have sought reimbursements for all Eligible Expenses from all other applicable organizations (eg., Travel agency, airline etc.); and
- v) evidence of all reimbursements, credits and/or vouchers obtained from said organizations.

Benefits payable under this insurance will be coordinated with other plans providing the same or similar benefits to the Cardholder, so that reimbursement under all plans (including this plan) does not exceed 100% of the loss.

### **TRIP INTERRUPTION**

This coverage is underwritten by American Bankers Insurance Company of Florida. For this benefit, Insured Person means a Cardholder and/or his

or her Spouse, and Dependent Child(ren) when booked to travel on a Trip with the Cardholder and/or Spouse while the Cardholder is eligible for this coverage.

Benefits are in effect when You charge at least 75% of Eligible Expenses for a Trip to Your Account or pay such Eligible Expenses with points redeemed under the Choice Rewards program.

### **Benefit**

You will be reimbursed, up to a total maximum of \$2,000 per Account per Trip, for the lesser of the additional charges for the change of ticketing or the cost of one-way economy fare by a Common Carrier, on account of the Insured Person's trip back to their city of ordinary residence in Canada, if, while on a covered Trip, the death of an Immediate Family Member occurs.

### **Claim procedures for Trip Interruption**

When a claim occurs due to the death of an Immediate Family Member, You must call the Administrator at 1-800-315-2051 from Canada and the United States, or (905) 305-4255 collect from elsewhere in the world. The Administrator will assist You in making the necessary arrangements to return. You are also required to submit a completed claim form and provide documentation to substantiate Your claim, including the following:

- i) copy of the used return ticket;
- ii) original tickets, original vouchers, invoices, receipts;
- iii) World Elite *Mastercard* receipt, statement of Account and any other documentation necessary to confirm that at least 75% of Eligible Expenses was charged to Your Account or paid for in points redeemed under the Choice Rewards program;
- iv) proof of Your relationship to the deceased Immediate Family Member; and
- v) original death certificate or funeral director's statement.

## **ACCIDENTAL DEATH**

This coverage is underwritten by American Bankers Life Assurance Company of Florida.

If the Cardholder and/or his or her Spouse sustains an Accidental Bodily Injury causing death, the Insurer will pay a \$1,000 benefit in one sum.

Beneficiary provisions, exclusions and limitations are as described in the Common Carrier Accidental Death and Dismemberment benefit (above).

In the event of a claim, contact the Administrator at 1-800-315-2051 from Canada and the United States, or (905) 305-4255 collect from elsewhere in the world.

## **GENERAL PROVISIONS**

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

### **Claim Reporting**

Immediately after learning of a loss, or an occurrence which may lead to a loss covered under this Certificate of Insurance, notify the Administrator. You will then be sent a claim form.

Written notice of claim must be given to the Insurer as soon as reasonably possible after the occurrence or commencement of any loss covered by the Policy, but in all events, provided within 90 days. 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.

### **Proof of Loss**

The appropriate 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 loss 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.

### **Examination and Autopsy**

The Insurer at its own expense shall have the right and opportunity to examine any Insured Person whose injury is the basis of a claim hereunder when and so often as it may reasonably require during pendency of claim hereunder, and also the right and opportunity to make an autopsy in case of death where it is not forbidden by law.

### **Payment of Claim**

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

The benefit for Loss of Life will be payable in accordance with the beneficiary provisions under the Common Carrier/ Car Rental Accidental Death and Dismemberment benefits provisions of this Certificate of Insurance. Any other accrued benefits unpaid at the Insured Person's death may, at the option of the Insurer, be paid either to such beneficiary or to the Primary Cardholder. All other benefits will be payable to the Primary Cardholder.

If any benefit of this Certificate of Insurance shall be payable to the estate of the Insured Person or to an Insured Person or beneficiary who is a minor or otherwise not competent to give a valid release, the Insurer may pay such benefit, up to an amount not exceeding \$1,000 to any relative by blood or by marriage of the Insured Person or beneficiary who is deemed by the Insurer to be equitably entitled thereto. Any payment made by the Insurer in good faith pursuant to this provision shall fully discharge the Insurer to the extent of such payment.

### **Termination of Insurance**

Coverage ends on the earliest of:

- i) the date Your World Elite *Mastercard* Account is cancelled, closed or ceases to be in Good Standing;
- ii) the date the Insured Person ceases to be eligible for coverage; and
- iii) the date the Policy terminates.

No losses incurred after the Policy termination date will be paid.

### **Change of Beneficiary**

The right to change of beneficiary is reserved to the Cardholder and subject to any provision or rule of law governing the right to change the beneficiary. The consent of the beneficiary or beneficiaries will not be required.

The Cardholder may change a beneficiary by filing a written request with the Insurer but such change shall not be operative until recorded by the Insurer and will relate back to and take effect as of the date the request was signed, but without prejudice to the Insurer on account of any payment made before receipt of such request. To change Your beneficiary designation, call the Administrator at 1-800-315-2051.

### **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.

## **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 the Insured Person's province or territory.

## **Due Diligence**

The Insured Person shall use due diligence and do all things reasonable to avoid or diminish any loss of or damage to property protected.

## **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.

## **Privacy Policy**

We may collect, use, and share personal information provided by You to Us, and obtained from others with Your consent, or as required or permitted by law. We may use the information to: serve You as a customer and communicate with You. We 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 Our privacy policy by calling 1-888-778-8023 or from Our website: [www.assurantsolutions.ca/privacy](http://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 Us at the number listed above.

## **If You Have A Concern or Complaint**

If You have a concern or complaint about Your coverage, please call Us at 1-800-315-2051. We will do Our best to resolve Your concern or complaint. If for some reason We are 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 Our resolution process and the external recourse either by calling Us at the number listed above or at: [www.assurantsolutions.ca/consumer-assistance](http://www.assurantsolutions.ca/consumer-assistance).

*-End of Certificate of Insurance-*

## **STATEMENT OF SERVICES**

Emergency Assistance Services are services only, not insurance. These services are provided by American Bankers Insurance Company of Florida. Please refer to the Definitions section at the end of this document for the meaning of all capitalized terms.

## **PRICE PROTECTION SERVICE**

### **Services**

Price Protection Service is in effect for 60 days from the date of purchase of most new items of personal property purchased in Canada and charged in full to the Account, subject to the Limitations and Exclusions below. If, within 60 days of the purchase of an eligible item, You find an identical item with the same brand, model number (where applicable) and attributes (benefits, features, functions and uses) offered for retail sale in Canada (in Canadian dollars) at a price lower than the price You paid, We will, subject to the Limitations and Exclusions below, pay You the price difference. This payment is based on the price of the item before applicable taxes, manufacturer's rebate, store rebates, and shipping and installation charges.

No Price Protection Service payment will be made for price differences of less than \$10 per item and the maximum payment amount will be \$500 per item and a calendar year total maximum payment of \$1,000 per Account. Price Protection Service will apply to a maximum of 3 identical items during the 60-day period. No item can be submitted for Price Protection payment more than once during the 60-day period.



## **Limitations and Exclusions**

Price Protection is not available in respect of the following:

- i) travellers cheques, cash (whether paper or coin), bullion, precious metals, tickets, documents, stamps, negotiable instruments or property of a similar nature;
- ii) animals, living plants or perishables such as food and liquor and/or goods consumed in use (including but not limited to groceries and fuel);
- iii) computers (including hardware, software, printers and scanners), cellular phones, personal digital assistants (PDA) or any similar electronic device;
- iv) automobiles, motorboats, airplanes, motorcycles, motor- scooters, 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, fuels or accessories;
- v) one-of-a-kind items;
- vi) used or previously owned or refurbished items, including antiques, collectibles and fine art;
- vii) items purchased and/or used by or for a business or for commercial gain;
- viii) services related to items purchased including insurance, duty, delivery and transportation costs.

Price Protection Service does not apply if the retailer makes a price adjustment and/or refunds the difference between the original and lower price. Price comparisons with liquidated merchandise, grey market (internet) items and gift card or savings card incentives issued by a retailer are not eligible for Price Protection Service. Price comparisons with items offered for sale on a website outside of Canada or for which an international shipping fee must also be paid are not eligible for Price Protection Service.

You are only eligible for Price Protection Service if the Account is in Good Standing at the time of Your request.

## **Gifts**

Eligible items that You give as gifts are covered. In the event of a request, You, not the recipient of the gift, must make the request for payment.

## **Request Procedures**

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

You must notify the Administrator by telephoning (905) 305-4255 or 1-800-315-2051 as soon as You discover the advertised price difference. The Administrator will send You the applicable request form. Your failure to provide the completed request form and proof supporting Your request under items (i) - (iii) below within 120 days from the date of purchase may result in non-payment of the related request.

You must complete and sign the request form and include the following:

- i) the customer copy of the original vendor's sales receipt;
- ii) the Account statement showing the charge; and
- iii) a dated advertisement/flyer to prove that the identical item was offered and available in Canada at the reduced price within 60 days of the date of Your purchase.

Price Protection Service is not an insurance benefit and may be discontinued or amended upon notice to the Cardholder.

## **EMERGENCY ASSISTANCE SERVICES**

Any cost incurred for, or in connection with Emergency Assistance Services will be charged to Your Account (subject to credit availability). If not chargeable, payment for such costs will be arranged (where reasonably possible) through Your family and friends.

To take advantage of any of the services described below, call 1-800-315-2051 from within Canada and the United States, or (905) 305-4255 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.

### **Emergency Cash Transfer**

In the event of theft, loss or emergency while travelling, You can obtain an emergency cash transfer (maximum of \$5,000).

### **Legal Referrals and Payment Assistance**

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

### **Lost Document and Ticket Replacement**

In the event of theft or loss of necessary travel documents or tickets while 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 with arrangements for the location and redirection of luggage and personal effects.

### **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.

*-End of Statement of Services-*

## **DEFINITIONS**

**Accidental Bodily Injury** means bodily injury caused directly by an accident occurring while the insurance evidenced by this Certificate of Insurance is in force, which results, within 365 days after the date of the accident, directly in any of the losses to which the insurance applies, and is sudden, unforeseen, unexpected and independent of any disease, bodily infirmity, bodily malfunction or any other cause.

**Account** means the Cardholder's World Elite *Mastercard* account which is in Good Standing with the Policyholder.

**Administrator** means the service provider(s) arranged by the Insurer to provide claims payment and administrative services under the Policy.

**Cardholder** means the Primary Cardholder and any supplemental Cardholder also resident in Canada and who is issued a World Elite *Mastercard* card and whose name is embossed on the card. Cardholder may be referred to as "You" or "Your".

**Checked Baggage** means the Cardholder's suitcases or other containers specifically designated for carrying personal property and which have been checked in with a Common Carrier.

**Common Carrier** means any land, air or water conveyance operated by those whose occupation or business is the transportation of persons without discrimination and for hire, excluding courtesy transportation provided without a specific charge.

**Dependent Child(ren)** means Your unmarried natural, adopted or stepchildren 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. 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 “\$” means Canadian dollars.

**Eligible Expense** means charges for the following travel arrangements which have been booked or reserved prior to departure on a Trip:

- i) cost of transportation by a Common Carrier;
- ii) cost of hotel or similar accommodations; and
- iii) cost of a package tour which has been sold as a unit and includes at least two of the following:
  - transportation by a Common Carrier;
  - car rental;
  - hotel or similar accommodation;
  - meals;
  - tickets or passes for sporting events or other entertainment, exhibition or comparable event; or
  - lessons or the services of a guide.

**Good Standing** means with respect to an Account, that the Primary Cardholder has not advised the Policyholder in writing to close, or for which the Policyholder has not suspended or revoked credit privileges or otherwise closed the Account.

**Immediate Family Member** means an Insured Person’s Spouse, son or daughter (whether natural, adopted or step-child), parent, sister, brother, parent-in-law, son-in-law, daughter-in-law, sister-in-law and brother-in-law.

**Insured Person** means a Cardholder and where specified, certain other eligible persons as outlined under the applicable benefit.

**Loss** as it relates to Car Rental Accidental Death and Dismemberment and Common Carrier Accidental Death and Dismemberment means:

- i) With respect to life, Accidental Bodily Injury causing death.

- ii) With respect to sight, speech or hearing Accidental Bodily Injury causing entire and irrecoverable loss of sight, speech or hearing in both ears.

- iii) With respect to a hand, Accidental Bodily Injury causing actual irreversible severance of the entire four fingers of the same hand at or above the metacarpalphalangeal joints.

- iv) With respect to a foot, Accidental Bodily Injury causing actual irreversible severance of a foot at or above the ankle joint.

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

**Occupying** means in or upon or entering into or alighting from.

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

**Physician** means a Physician or surgeon who is registered or licensed to practice medicine in the jurisdiction where the medical treatment or service is provided, and who is not related by blood or marriage to the Insured Person to whom the service is rendered.

**Primary Cardholder** means any natural person resident in Canada who is the applicant for, and is issued, a World Elite *Mastercard* by the Policyholder.

**Pre-Existing Condition** means any medical condition(s) of an Insured Person:

- for which treatment while travelling could have been reasonably anticipated; and/or
- for which symptoms appeared in the 180 days prior to the date the Trip was booked; and/or

- which were investigated, diagnosed, treated, had treatment or further investigation recommended (including medication and its dosage or changes therein) in the 180 days prior to the date the Trip was booked.

**Spouse** means the person who is legally married to the Cardholder, or the person who the Cardholder has lived with and publicly represented as his/her Spouse for at least one year.

**Ticket** means evidence of fare paid for travel on a Common Carrier, which has been charged to Your Account and/or paid for by points redeemed under the Choice Rewards program.

**Travelling Companion** means a person booked to travel with You and/or Your Spouse on a Trip, and who has prepaid accommodations and/or transportation arrangements for the same Trip.

**Trip** means a scheduled period of time during which an Insured Person is away from his or her province or territory in Canada.

**World Elite *Mastercard*** means an MBNA Choice Rewards World Elite *Mastercard* issued by the Policyholder.

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