

# CIBC Aerogold® Visa\* Card

## CERTIFICATES OF INSURANCE

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These insurance products are underwritten by Royal & Sun Alliance Insurance Company of Canada.

**IMPORTANT:** Please read these certificates carefully before you travel, keep them in a safe place and take them with you when you travel.

## SUMMARY OF BENEFITS

The information below summarizes your insurance coverage under the CIBC Aerogold® Visa® Card. Coverage is subject to the terms and conditions in the certificates that follow. Refer to the certificates for complete benefit details. All amounts indicated are in Canadian currency, unless indicated otherwise.

COVERAGE	LIMITS
<p><b>CAR RENTAL COLLISION/LOSS DAMAGE INSURANCE</b> Provides coverage for theft, loss, or damage to a rental car.</p>	<ul style="list-style-type: none"> <li>Rental cars with a Manufacturer's Suggested Retail Price (MSRP) of up to \$65,000</li> <li>Rental period of up to 48 days</li> </ul>
<p><b>COMMON CARRIER ACCIDENT INSURANCE</b> Provides coverage for an accidental death or dismemberment resulting from riding as a passenger on a common carrier (land, air, or water transport).</p>	<ul style="list-style-type: none"> <li>Up to \$500,000 per insured person</li> </ul>
<p><b>FLIGHT DELAY AND BAGGAGE INSURANCE</b> Provides coverage for:</p> <ol style="list-style-type: none"> <li>reasonable living expenses, such as meals and accommodations, when your flight is delayed; and</li> <li>the purchase of necessary clothing and toiletries when your baggage is delayed by an airline provider; and</li> <li>loss or damage to your carry-on or checked-in baggage and personal effects while in custody of a common carrier.</li> </ol>	<ul style="list-style-type: none"> <li><b>Flight Delay:</b> Up to \$500 per occurrence for all insured persons combined</li> <li><b>Delay of Checked Baggage:</b> Up to \$500 per insured person (maximum of \$1,000 per occurrence for all insured persons combined)</li> <li><b>Lost or Stolen Baggage:</b> Up to \$500 per insured person (maximum of \$1,000 per occurrence for all insured persons combined)</li> </ul>
<p><b>PURCHASE SECURITY &amp; EXTENDED PROTECTION INSURANCE</b> This insurance:</p> <ol style="list-style-type: none"> <li>provides coverage for certain items charged to your card, if such items are lost, stolen, or damaged; and</li> <li>automatically doubles the original manufacturer's warranty of a covered item charged to your card, up to one additional year.</li> </ol>	<ul style="list-style-type: none"> <li><b>Purchase Security:</b> Up to 90 days from date of purchase</li> <li><b>Extended Protection:</b> Up to one additional year following the expiry of the original manufacturer's warranty</li> </ul>

# CAR RENTAL COLLISION/LOSS DAMAGE INSURANCE

## 48-DAY RENTAL PERIOD

### CERTIFICATE OF INSURANCE

Throughout this certificate, words in *italics* have specific meanings which can be found in SECTION 9 – DEFINITIONS.

#### SECTION 1 – INTRODUCTION

Car Rental Collision/Loss Damage Insurance provides coverage for theft, loss, or damage to a *rental car*.

This certificate outlines what is covered along with the conditions under which a payment will be made when a *cardholder* rents and operates a *rental car* but declines the Collision Damage Waiver (CDW), Loss Damage Waiver (LDW in the United States), or their equivalent offered by a *rental agency*. It also provides instructions on how to make a claim. For confirmation of coverage or for any questions concerning the information in this certificate, call toll free **1 866 363-3338** (if in Canada or the United States) or call collect **+ 905 403-3338** (from anywhere else in the world).

Royal & Sun Alliance Insurance Company of Canada (*Insurer*) provides the insurance for this certificate under Master Policy **PSIO18005873** (the *Policy*), issued to Canadian Imperial Bank of Commerce (*CIBC*). This certificate is not a contract of insurance and contains only a summary of the principal provisions of the *Policy*. All benefits are subject in every respect to the *Policy*, under which coverage is provided and payments are made. In the event of any conflict, the *Policy* shall govern, subject to any applicable law to the contrary. A *cardholder* or a claimant under the *Policy* may, on request to the *Insurer*, obtain a copy of the *Policy*, subject to certain access limitations permitted by applicable law.

This coverage may be cancelled, changed or modified at the option of *CIBC* and the *Insurer* at any time.

This certificate replaces any and all certificates previously issued to the *cardholder* with respect to the *Policy*.

#### SECTION 2 – WHAT SHOULD YOU DO IN THE EVENT OF AN ACCIDENT/THEFT?

**IF THE RENTAL CAR HAS SUSTAINED DAMAGE OR LOSS OF ANY KIND OR IS STOLEN DURING YOUR RENTAL, IMMEDIATELY CALL US, WHEN IT IS SAFE TO DO SO:**

From Canada and the United States, toll free **1 866 363-3338**

From anywhere else in the world, collect **+ 905 403-3338**

- All claims must be reported within 48 hours of the theft, loss or damage.

## SECTION 3 – IMPORTANT NOTICE – PLEASE READ CAREFULLY

- It is important that *you* read this certificate and understand *your* coverage as *your* coverage is subject to certain limitations or exclusions.
- Coverage is only available if *you* are a resident of Canada.
- **The rental car must be carefully checked for scratches or dents before and after *you* rent it. *You* should be sure to point out where the scratches or dents are located to a rental agency representative and have him or her note these on the appropriate form and retain a copy for their records.**
- ***You* must decline the rental agency's CDW, LDW (in the United States) or similar coverage offered by the rental agency on the rental agreement. If there is no space on the vehicle rental agreement for *you* to indicate that *you* have declined the coverage, then indicate in writing on the contract "I decline the CDW provided by the rental agency".**
- A rental agency has no obligation to explain the Car Rental Collision/Loss Damage Insurance coverage to *you*. It is important to note that a rental agency may not classify vehicles, especially *mini-vans*, in the same manner as the *Insurer*. *You* should confirm with the *Insurer* that their rental car has coverage under this certificate.
- No coverage will be provided under this insurance if the Manufacturer's Suggested Retail Price ("MSRP") of the rental car, in its model year, is over \$65,000, excluding taxes, at the place the rental agreement is signed or where the rental car is picked up.
- ***You* should check with *your* personal automobile insurer and the rental agency to ensure that *you* and all other drivers have adequate third party liability, personal injury and damage to property coverage. This certificate only covers theft, loss or damage to the rental car as stipulated herein.**
- **This certificate contains clauses which may limit the amounts payable.**

## SECTION 4 – WHEN DOES COVERAGE BEGIN AND END?

Coverage **begins** at the time *you* legally take control of the rental car.

Coverage **ends** on the earlier of:

- a) When the rental agency reassumes control of the rental car; or
- b) When *you* are no longer defined as a *cardholder* or *principal driver* as stated in this certificate; or
- c) When the length of time *you* rent the same vehicle(s) exceeds 48 consecutive days, which includes instances where *you* are renting one vehicle immediately after the other. Coverage may not be extended for more than 48 days by renewing or taking out a new rental agreement with the same or another rental agency for the same rental car or another vehicle. A full calendar day between rentals must exist in order to break the 48 day consecutive day cycle. If the rental period exceeds 48 consecutive days, no coverage is provided, either for the first 48 consecutive days or any subsequent days thereafter; or
- d) On the date the *Policy* is cancelled, except if coverage is in effect at the time of such cancellation, such coverage will be continued on outstanding rentals until *you* return the rental car to the rental agency, provided the total rental period does not exceed the coverage period.

WARNING: Please note that *your* responsibility for the rental car does not terminate by simply dropping off the keys at the rental agency or other drop box. Any damage between that time and the time the rental agency staff complete their Inspection Report will be held to be *your* responsibility. Whenever possible please arrange to be present when the rental agency conducts their final inspection of the rental car.

## SECTION 5 – WHAT ARE YOU COVERED FOR?

### A – COVERAGE

Car Rental Collision/Loss Damage Insurance provides coverage, for theft, loss or damage to the rental car up to the actual cash value of the rental car and valid rental agency loss of use charges subject to the terms and conditions of the certificate. This coverage applies only to *your* personal and business use of the rental car. There is no deductible for the coverage under this certificate.

This insurance is primary insurance, except for losses that may be waived or assumed by the *rental agency* or its insurer, and in such circumstances where local government insurance legislation states otherwise. This coverage is available unless precluded by law or the coverage is in violation of the terms of the *rental agreement* in the jurisdiction in which it was formed (other than under SECTION 6 – WHAT ARE YOU NOT COVERED FOR?, #10. a), b), or c)).

## **B – CONDITIONS**

The following conditions must be satisfied for coverage to be in effect:

1. *You* must initiate and complete the entire rental transaction with the same valid *card(s)*. The full cost, including applicable taxes, of the rental, must be charged to *your card(s)*. *Rental cars* which are part of prepaid travel packages are also covered if the total package was paid for with *your card*; and
2. *You* are covered if *you* receive a “free rental” as a result of a promotion, where *you* have had to make previous vehicle rentals if each such previous rental was entirely paid for with *your card* and the applicable taxes for the “free rental” have been charged to *your card*; and
3. *You* are covered if *you* receive a “free rental” day(s) as a result of a *CIBC* travel reward program (or other similar *CIBC* program) for the number of days of free rental. If the free rental day(s) are combined with rental days for which *you* must pay, the entire additional payment must be paid for using *your card* and the applicable taxes for the “free rental” have been charged to *your card*; and
4. *You* are covered if points earned under *your card* (member points program) are used to pay for the rental. However, if only a partial payment is paid using the member points program, the entire additional payment of that rental must be paid for using *your card* in order to be covered; and
5. Only *you* can rent the *rental car* and decline the *rental agency's CDW, LDW* (in the United States) or an equivalent coverage offering. Anyone other than *you* doing so, would void coverage. When *you* do not have the option available to decline the *rental agency's CDW, LDW* (in the United States) or similar provision, the *Insurer* will pay for covered theft, loss and damage up to the limit of the deductible stipulated in the *rental agency's CDW, LDW* (in the United States) or similar provision, purchased by *you*. This shall not be construed to provide coverage where the *rental agency* is responsible by legislation or law for any damage to the *rental car*; and
6. *You* are covered for any car, sport utility vehicle, and *mini-van*, in its model year, with a MSRP of \$65,000 Canadian or less, excluding all taxes, at the place the *rental agreement* is signed or where the *rental car* is picked up, with the exception of those listed and described in SECTION 6 - WHAT ARE YOU NOT COVERED FOR?, B – EXCLUDED VEHICLES; and
7. *You* are covered when only one *rental car* is rented at a time, i.e. if during the same period there is more than one vehicle rented by *you*, only the first *rental car* will be eligible for coverage; and
8. *You* must decline the *rental agency's CDW, LDW* (in the United States) or similar coverage offered by the *rental agency* on the rental contract. If there is no space on the vehicle *rental agreement* for *you* to indicate that *you* have declined the coverage, then indicate in writing on the contract “I decline the CDW provided by the *rental agency*”; and
9. *You* are covered for rental periods of up to 48 consecutive days when *you* rent the same *rental car*, which includes instances where *you* are renting one vehicle immediately after the other. A full calendar day between rentals must exist in order to break the 48 consecutive day cycle. If the rental period exceeds 48 consecutive days, no coverage is provided, either for the first 48 consecutive days or any subsequent days thereafter; and
10. The *insured person* has not been indemnified for damages or expenses covered under the *Policy* by or through personal insurance.

## **SECTION 6 – WHAT ARE YOU NOT COVERED FOR?**

### **A – GENERAL EXCLUSIONS**

**This insurance will not pay any expenses relating to or in any way associated with:**

1. Third party liability; and
2. Damages or expenses assumed, waived, or that may be paid by the *rental agency*, or by its insurer pursuant to any direct compensation agreement or other applicable sections of provincial insurance acts; and
3. Personal injury or damage to property, except the *rental car* itself or its equipment; and

4. Replacement vehicle for which an automobile insurance policy is covering all or part of the cost of the rental; and
5. The operation of the *rental car* at any time during the *coverage period* where an *insured person* is driving while intoxicated or under the influence of any illegal or prescribed (if advised not to operate a vehicle) narcotic; and
6. Any dishonest, fraudulent or criminal act committed by any *insured person* or at their direction; and
7. Participation in any race or speed test; and
8. The use of a fuel type or octane level that differs from the manufacturer's recommended fuel for that *rental car*; and
9. Normal wear and tear, gradual deterioration, or mechanical or electrical breakdown or failure, inherent vice or damage, insects or vermin; and
10. The operation of the *rental car* in violation of the terms of the *rental agreement* except:
  - a) *Insured persons* as defined may operate the *rental car*;
  - b) The *rental car* may be driven on publicly maintained gravel roads;
  - c) The *rental car* may be driven across provincial and state boundaries in Canada and the United States and between Canada and the United States.

**N.B. It must be noted that theft, loss and damage arising while the *rental car* is being operated under (a), (b) or (c) above is covered by this insurance, subject however to all other terms, conditions and exclusions contained in this certificate. However, the *rental agency's* third party liability insurance may not be in force and, as such, *you* must ensure that *you* are adequately insured privately for third party liability;** and

11. Seizure or destruction under a quarantine or customs regulations or confiscation by order of any government or public authority; the damage between the time of seizure, confiscation or quarantine and the time the *rental agency* staff complete their Inspection Report will be held to be *your* responsibility. So whenever possible please arrange to be present when the *rental agency* conducts their final inspection of the vehicle; and
12. The transportation of contraband or illegal trade; and
13. War, hostile or warlike action, insurrection, rebellion, revolution, civil war, usurped power, or action taken by government or public authority in hindering, combating or defending against such action; and
14. The transportation of property or passengers for hire; and
15. Intentional damage to the *rental car* by an *insured person* or at their direction; and
16. The loss, damage or misplacement of vehicle entry devices including keys and remote control devices or any related consequential loss, damage or expense.

## **B – EXCLUDED VEHICLES**

**The following vehicles are excluded from coverage under this certificate:**

1. Automobiles or other vehicles which are not *rental cars*; and
2. Any vehicle, in its model year, with a MSRP over \$65,000, excluding all taxes, at the place the *rental agreement* is signed or where the *rental car* is picked up; and
3. Vans, cargo vans or mini cargo vans (other than *mini-vans*); and
4. Trucks, pick-up trucks or any vehicle that can be spontaneously reconfigured into a pick-up truck; and
5. Limousines; and
6. *Off-road vehicles*; and
7. Motorcycles, mopeds or motor bikes; and
8. Trailers, campers, recreational vehicles or vehicles not licensed for road use; and
9. Vehicles towing or propelling trailers or any other object; and
10. Mini-buses or buses; and
11. Any vehicle which is either wholly or in part handmade, hand finished or has a limited production of under 2,500 vehicles per year; and
12. Antique vehicles, meaning a vehicle over 20 years old or which has not been manufactured for 10 years or more; and
13. *Tax-free cars*.

## SECTION 7 – HOW DO YOU MAKE A CLAIM?

If the *rental car* has sustained damage or loss of any kind or is stolen during *your* rental, call *us* when it is safe to do so:

- If in Canada or the United States, toll free at: **1 866 363-3338**.
- From anywhere else in the world, collect to: **+ 905 403-3338**.
- During *your* call, *you* will be given all the information required to file a claim.
- If *you* are making a claim, *you* must call within 48 hours of the theft, loss and/or damage. *Your* claim must be submitted with as much documentation as possible, as requested below, within 45 days of discovering the theft, loss and/or damage. *You* will need to provide all documentation within 90 days of the date of theft, loss and/or damage to the claims administrator at the address provided below.  
Do not sign a blank sales draft to cover the damage and *loss of use* charges or a sales draft with an estimated cost of repair and *loss of use* charges. It is important to note that if *you* do so *you* may remain responsible for the theft, loss and/or damage.
- When making a claim, *we* may require that supporting documentation such as the following be provided:
  - *Card* statement(s);
  - Sales draft showing that the *rental car* was paid in full with the *card* and/or obtained through the redemption of points from the *card* reward program, or a combination of both methods of payment;
  - A copy of both sides of the vehicle *rental agreement*;
  - The accident or damage report, if available;
  - The itemized repair bill;
  - The receipt for paid repairs;
  - The police report, when available, and if a police report is not legally required in the jurisdiction in which the accident occurred, then the name, badge number and division address of the police officer contacted;
  - A copy of *your* billing or pre-billing statement if any repair charges were billed to *your card* account.

**All pertinent documents should be sent to:**

**Royal & Sun Alliance Insurance Company of Canada  
Car Rental Collision/Loss Damage  
Claims Management Services  
2 Prologis Blvd., Suite 100  
Mississauga, Ontario L5W 0G8**

- For all written and verbal correspondence, please include the *cardholder's* name and the *Policy* number **PSI018005873**.
- Once *you* report theft, loss or damage, a claim file will be opened and will remain open for 80 days from the date of the theft, loss or damage. During this time, *you* may be contacted to answer inquiries regarding *your* claim.
- *You* must provide all reasonable cooperation and assistance to *us* in connection with the claim.
- Under normal circumstances, the claim will be paid within five business days after all necessary documentation has been received by the claims administrator.

## SECTION 8 – WHAT ELSE DO YOU NEED TO KNOW?

1. **Canadian Currency.** Any claims paid to *you* will be payable in Canadian funds. If *you* have paid a covered expense, *you* will be reimbursed in Canadian currency at the prevailing rate of exchange on the date that the claim payment is made to *you*. No sum payable shall bear interest.
2. **Misrepresentation and Non-Disclosure.** Any information that has been misrepresented or misstated to *us* by *you* or is incomplete may result in this certificate and *your* insurance coverage being null and void, in which case no benefits will be paid.
3. **Applicable Law.** The terms of this insurance coverage are governed and interpreted according to the laws of the Province of Ontario.
4. **Material Facts.** No statements or representations made by employees of *CIBC*, or employees or agents of the *Insurer* can vary the terms of this insurance coverage.

5. **Limitation Periods.** 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 (for actions or proceedings governed by the laws of British Columbia, Alberta and Manitoba), the Limitations Act, 2002 (for actions or proceedings governed by the laws of Ontario), Article 2925 of the Civil Code of Quebec (for actions or proceedings governed by the laws of Quebec), or other applicable legislation.
6. **Subrogation.** If *you* incur expenses due to the fault of a third party, *you* assign to *us* the right to take action against the party at fault in *your* name. This will require *your* full cooperation with *us* and we will pay for all of the related expenses.
7. **Disagreement Over Size of Loss.** If there is a disagreement about the amount of the loss, either the *cardholder* or the *Insurer* can make a written demand for an appraisal. After the demand, the *cardholder* selects a competent appraiser and the *Insurer* selects a competent appraiser. After examining the facts, each of the two appraisers will give an opinion on the amount of the loss. If they do not agree, they will select an arbitrator. Any figure agreed to by two of the three (the appraisers and the arbitrator) will be binding. The *cardholder* must pay the appraiser he or she chooses. The *Insurer* will pay the appraiser it chooses. The *cardholder* will share with the *Insurer* the cost of the arbitrator and the appraisal process.
8. **Sanctions.** The *Insurer* shall not provide any coverage or be liable to provide any indemnity or payment or other benefit under this certificate which would breach economic, financial, or trade sanctions imposed under the laws of Canada, the European Union, the United Kingdom or any other applicable jurisdiction.

## SECTION 9 – DEFINITIONS

Throughout this certificate, **italicized terms have the specific meaning described below:**

**actual cash value** means what the *rental car* is worth on the date of the theft, loss and damage, and takes into account such things as depreciation and obsolescence. In determining depreciation, the *Insurer* will consider the condition of the *rental car* immediately before the theft, loss and damage occurred, and the standard market resale value and normal life expectancy.

**carsharing program** means a car rental club which gives its members 24 hour access to a fleet of cars parked in a convenient location.

**card** means a CIBC Aerogold® Visa® Card issued in Canada by CIBC.

**cardholder** means the 'Primary Cardholder' and the 'Authorized User' (as such terms are defined in the *Cardholder Agreement*).

**Cardholder Agreement** means the CIBC Cardholder Agreement that applies to and governs *your card*.

**coverage period** means the rental period that covers *you* up to 48 consecutive days, beginning when *you* legally take control of the *rental car* and ending when the *rental agency* resumes control of the *rental car*. If the rental period exceeds 48 consecutive days, no coverage is provided, either for the first 48 consecutive days or any subsequent days thereafter. Coverage cannot be extended for more than 48 days by renewing or taking out a new *rental agreement* with the same or another *rental agency* for the same or another *rental car*. A full calendar day between rentals must exist in order to break the 48 consecutive day cycle.

**CIBC** means Canadian Imperial Bank of Commerce.

**good standing** has the meaning attributed to such term as set out in the *Cardholder Agreement*.

**insured person(s)** means a *cardholder* and *secondary drivers*, while covered under this certificate.

**Insurer** means Royal & Sun Alliance Insurance Company of Canada.

**loss of use** means the amount paid to a *rental agency* to compensate it when a *rental car* is unavailable for rental while undergoing repairs for damage incurred during the *coverage period*.

**mini-van** means a vehicle which is designed and made by an automobile manufacturer as a mini-van. It is exclusively made to transport a maximum of eight people including the driver. It is used exclusively for transportation of passengers and their luggage and will not be used by the *cardholder* for transportation of passengers for hire.

**off-road vehicle** means any vehicle while it is being operated on a road not maintained by a federal, provincial, state, or local agency, not including an entry or exit to private property, or any vehicle which cannot be licensed to drive on a public road and is designed and manufactured primarily for off-road usage.

**Policy** means Master Policy **PSIO18005873** issued to CIBC.

**principal driver** means a *cardholder* who presents himself (herself) in person at the *rental agency*, signs the *rental agreement*, declines the *rental agency's* CDW (LDW in the United States) or its equivalent and takes possession of the *rental car* and who complies with the terms of this certificate.



**rental agency** means an auto rental agency licensed to rent vehicles and which provides a *rental agreement*. For greater certainty, throughout this certificate, the term 'rental agency' refers to both traditional auto rental agencies and *carsharing programs*.

The following are not 'rental agencies' under this certificate:

- a) car dealerships, and
- b) peer-to-peer carsharing companies in the business of making available car rentals through digital networks or other electronic means for the general public.

**rental agency's CDW** means an optional Collision Damage Waiver, Loss Damage Waiver (LDW in the United States) or similar coverage offered by car rental companies that relieves renters of financial responsibility if the car is damaged or stolen while under a *rental agreement*.

**rental agreement** means the written rental contract between the *cardholder* and the *rental agency* for the *rental car*.

**rental car** means a vehicle rented from a *rental agency* for up to the *coverage period* allowed and that is not an excluded vehicle listed in SECTION 6 – WHAT ARE YOU NOT COVERED FOR?, B – EXCLUDED VEHICLES of this certificate.

**secondary driver** means any driver who is not the *principal driver* of the *rental car*, who is permitted to operate the *rental car* by the *cardholder* (the *principal driver*), whether or not such person has been listed on the *rental agreement* or has been identified to the *rental agency* at the time of making the rental; however, the *cardholder* and all drivers must otherwise qualify under and follow the terms of the *rental agreement* and must be legally licensed and permitted to drive the *rental car* under the laws of the jurisdiction in which the *rental car* shall be used.

**tax-free car** means a tax-free car package that provides tourists with a short-term (17 days to six months), tax-free vehicle lease agreement with a guaranteed buyback.

**us** and **we** mean the *Insurer*.

**you** and **your** mean the *cardholder*.

## COMMON CARRIER ACCIDENT INSURANCE CERTIFICATE OF INSURANCE

Throughout this certificate, words in *italics* have specific meanings which can be found in SECTION 9 – DEFINITIONS.

### SECTION 1 – INTRODUCTION

Common Carrier Accident Insurance provides coverage for an accidental death or dismemberment resulting from riding as a *passenger* on a *common carrier* (land, air, or water transport).

This certificate outlines what is covered along with the conditions under which a payment will be made. It also provides instructions on how to make a claim. For confirmation of coverage or for any questions concerning the information in this certificate, call toll free **1 866 363-3338** (if in Canada or the United States) or call collect **+ 905 403-3338** (from anywhere else in the world).

Royal & Sun Alliance Insurance Company of Canada (*Insurer*) provides the insurance for this certificate under Master Policy **PSI033769023** (the *Policy*), issued to Canadian Imperial Bank of Commerce (*CIBC*). This certificate is not a contract of insurance and contains only a summary of the principal provisions of the *Policy*. All benefits are subject in every respect to the *Policy*, under which coverage is provided and payments are made. In the event of any conflict, the *Policy* shall govern, subject to any applicable law to the contrary. A *cardholder* or a claimant under the *Policy* may, on request to the *Insurer*, obtain a copy of the *Policy*, subject to certain access limitations permitted by applicable law.

This coverage may be cancelled, changed or modified at the option of *CIBC* and the *Insurer* at any time.

This certificate replaces any and all certificates previously issued to the *cardholder* with respect to the *Policy*.

## SECTION 2 – WHAT SHOULD YOU DO IN THE EVENT OF AN ACCIDENT?

**IF YOU SUFFER A LOSS DUE TO AN ACCIDENTAL BODILY INJURY WHILE TRAVELLING ON A COMMON CARRIER, YOU MUST CALL US IMMEDIATELY:**

From Canada and the United States, toll free **1 866 363-3338**

From anywhere else in the world, collect **+ 905 403-3338**

## SECTION 3 – IMPORTANT NOTICE – PLEASE READ CAREFULLY

- Common Carrier Accident Insurance is designed to cover *losses* arising from sudden and unforeseeable circumstances. It is important that *you* read this certificate and understand *your* coverage as *your* coverage is subject to certain limitations or exclusions.
- Coverage is only available if:
  - a) at least 75% of the *common carrier ticket* price, including taxes, is charged to the *card*; and
  - b) *you* are a resident of Canada.
- **This certificate contains clauses which may limit the amounts payable.**
- **This certificate contains a provision removing or restricting the right of the group person insured to designate persons to whom or for whose benefit insurance money is to be payable.**

## SECTION 4 – WHEN DOES COVERAGE BEGIN AND END?

Coverage **begins** when *you* board a *common carrier* or, where applicable, when *you* arrive at the terminal, station, pier or airport with the intent of boarding a *common carrier*.

Coverage **ends** on the earlier of:

- a) When *you* alight from a *common carrier* or, where applicable, when *you* depart from the terminal, station, pier or airport; or
- b) The date the *Policy* is terminated; or
- c) The date the *cardholder's card* account is no longer in *good standing*.

## SECTION 5 – WHAT ARE YOU COVERED FOR AND WHAT ARE YOUR BENEFITS?

### COVERAGE

Common Carrier Accident Insurance covers *you* against *loss*, including death, from *accidental bodily injury* while *you* are:

1. A *passenger* in or on a *common carrier*, or while boarding or alighting from a *common carrier* for which the *full fare* was charged to the *cardholder's card*; or
2. A *passenger* in or on a taxi, bus, train or airport limousine, but not courtesy transportation provided without a specific charge, travelling directly to or from a terminal, station, pier or airport, or boarding or alighting from a taxi, bus, train or airport limousine, but not courtesy transportation provided without a specific charge, travelling directly to or from a terminal, station, pier or airport, either:
  - a) Immediately preceding a scheduled departure onboard a *common carrier*; or
  - b) Immediately following a scheduled arrival of a *common carrier*; or
3. In the terminal, station, pier or airport prior to or after boarding or alighting from a *common carrier*.

## DESCRIPTION OF BENEFITS

If an *accidental bodily injury*, directly and independently of all other causes, occurs (as described under Coverage) and results in a *loss* stated in the following Schedule of Accidental Losses within 365 days after the date of an accident, as described under Coverage of this section, the *Insurer* will pay a benefit for the *loss* based on the following Schedule of Accidental Losses:

## SCHEDULE OF ACCIDENTAL LOSSES

ACCIDENTAL LOSS(ES)	AMOUNT
Loss of life	\$500,000
Quadriplegia (both upper and lower limbs)	\$500,000
Paraplegia (both lower limbs)	\$500,000
Hemiplegia (upper and lower limbs of one side of body)	\$500,000
Loss of speech	\$500,000
Loss of hearing	\$500,000
Loss or loss of use of one arm or one leg	\$375,000
Loss or loss of use of one hand or one foot	\$250,000
Loss of sight of one eye	\$250,000
Loss or loss of use of thumb and index finger of the same hand	\$125,000

**The maximum benefit payable to an *insured person* resulting from one accident, regardless of the number of losses, is limited to \$500,000.**

## EXPOSURE AND DISAPPEARANCE

Unavoidable exposure to the elements will be covered as any other *loss*, provided such exposure is sustained as described under Coverage of this section.

The *insured person* will be presumed to have suffered accidental *loss* of life if the *insured person's* body is not found within one year after the disappearance, stranding, sinking or wrecking of any *common carrier* onboard which the *insured person* was riding at the time of the accident, subject to all other terms of the *Policy*.

## SECTION 6 – WHAT ARE YOU NOT COVERED FOR?

**This insurance will not pay any expenses relating to or in any way associated with:**

1. Intentional self-inflicted injuries;
2. Suicide or attempted suicide;
3. Sickness, disease, medical conditions and bacterial infection of any kind;
4. *Your* participation in and/or voluntary exposure to any risk from: war or act of war, whether declared or undeclared; invasion or act of foreign enemy; declared or undeclared hostilities; civil war, riot, rebellion; revolution or insurrection; act of military power; or any service in the armed forces;
5. Commission or attempted commission of a criminal offence by the *insured person*;
6. Riding onboard a *common carrier* with a status other than *passenger*;
7. Abuse of drugs, medication and/or alcohol if such abuse caused or contributed to the accident; and
8. Noncompliance with any medical therapy or medical treatment (as determined by the *Insurer*) or failure to carry out a physician's instructions.

## SECTION 7 – HOW DO YOU MAKE A CLAIM?

**To submit a claim:**

- If in Canada or the United States, call toll free at: **1 866 363-3338**
- From anywhere else in the world, call collect to: **+ 905 403-3338**

- During *your* call, *you* will be given all the information required to file a claim.
- **Notice of Claim:** Notice of claim must be given to the *Insurer* as soon as reasonably possible. Where possible, written notice should be given to the *Insurer* within 90 days after the occurrence of any *loss*. Such notice given by or on behalf of the *insured person* must provide particulars sufficient to identify the *cardholder*.
- **Payment of Claims:** Benefits payable under the *Policy* for any *loss* will be paid upon receipt of proof of *loss*.

## SECTION 8 – WHAT ELSE DO YOU NEED TO KNOW?

1. **Canadian Currency.** Any claims paid to *you* will be payable in Canadian funds. If *you* have paid a covered expense, *you* will be reimbursed in Canadian currency at the prevailing rate of exchange on the date that the claim payment is made to *you*. No sum payable shall bear interest.
2. **Payment of Benefits.** All payments are payable to *you* or on *your* behalf. In case of death of the *insured person*, benefits are payable to the estate of the *insured person*.
3. **Misrepresentation and Non-Disclosure.** Any information that has been misrepresented or misstated to *us* by *you* or is incomplete may result in this certificate and *your* insurance coverage being null and void, in which case no benefits will be paid.
4. **Applicable Law.** The terms of this insurance coverage are governed and interpreted according to the laws of the Province of Ontario.
5. **Material Facts.** No statements or representations made by employees of *CIBC*, or employees or agents of the *Insurer* can vary the terms of this insurance coverage.
6. **Limitation Periods.** 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 (for actions or proceedings governed by the laws of British Columbia, Alberta and Manitoba), the Limitations Act, 2002 (for actions or proceedings governed by the laws of Ontario), Article 2925 of the Civil Code of Quebec (for actions or proceedings governed by the laws of Quebec), or other applicable legislation.
7. **Rights of Examination.** As a condition precedent to recovery of insurance money under the *Policy*,
  - a) the claimant must give *us* an opportunity to examine the person of the *insured person* when and so often as *we* may reasonably require while the claim hereunder is pending, and
  - b) in the case of death of the *insured person*, *we* may require an autopsy, subject to any law of the applicable jurisdiction relating to autopsies.
8. **Subrogation.** If *you* incur expenses due to the fault of a third party, *you* assign to *us* the right to take action against the party at fault in *your* name. This will require *your* full cooperation with *us* and *we* will pay for all of the related expenses.
9. **Sanctions.** The *Insurer* shall not provide any coverage or be liable to provide any indemnity or payment or other benefit under this certificate which would breach economic, financial, or trade sanctions imposed under the laws of Canada, the European Union, the United Kingdom or any other applicable jurisdiction.

## SECTION 9 – DEFINITIONS

Throughout this certificate, italicized terms have the specific meaning described below:

**accidental bodily injury** means bodily injury which is sustained by an *insured person* as a direct result of an unintended, unanticipated event, provided such event is external to the body and occurs while the *insured person's* insurance under the *Policy* is in force.

**card** means a CIBC Aerogold® Visa® Card issued in Canada by *CIBC*.

**cardholder** means the 'Primary Cardholder' of a *card*, but not an 'Authorized User' of a *card* (as such terms are defined in the *Cardholder Agreement*).

**Cardholder Agreement** means the *CIBC* Cardholder Agreement that applies to and governs *your card*.

**CIBC** means Canadian Imperial Bank of Commerce.

**common carrier** means any land, water, or air conveyance operated under a license for the transportation of *passengers* for hire and for which a *ticket* has been obtained. Common carrier does not include any conveyance that is hired or used for a sport, gamesmanship, contest, cruise, sightseeing, aerial tours and/or recreational activity, regardless of whether such conveyance is licensed.

**dependent children** means an unmarried natural, adopted, step or foster child, or legal ward of the *cardholder* or his or her *spouse* who is, at the date of purchase of *your ticket*, at least 15 days old, dependent on the *cardholder* or his or her *spouse* for support and:

- a) Is under 21 years of age; or
- b) Is a full-time student who is under 25 years of age; or
- c) Has a permanent physical impairment or a permanent mental disability.

**full fare** means at least 75% of the *common carrier ticket* price, including taxes, was charged to the *card*. Full fare is extended to include a *common carrier ticket* obtained through the redemption of points from the *card* travel reward program.

**good standing** has the meaning attributed to such term as set out in the *Cardholder Agreement*.

**Insurer** means Royal & Sun Alliance Insurance Company of Canada.

**loss** and **losses** mean a loss:

1. of hand or foot, and means complete severance through or above the wrist or ankle joint;
2. of arm or leg, and means complete severance through or above the elbow or the knee joint;
3. of thumb and index finger, and means complete severance through or above the first phalange of the thumb and index finger;
4. of sight of one eye, and means the total and irrecoverable loss of sight of an eye, such that corrected visual acuity must be 20/200 or less;
5. of speech, and means the complete and irrecoverable loss of the ability to utter intelligible sounds;
6. of hearing, and means permanent loss of hearing in both ears, with an auditory threshold of more than 90 decibels in each ear;
7. related to quadriplegia, paraplegia and hemiplegia, and means the complete and irreversible paralysis of such described limbs; or
8. of use of 1, 2, and/or 3 above, and means the total and irrevocable loss of use provided it is continuous and is determined to be permanent by a physician approved by the *Insurer*.

**passenger** means an *insured person* riding onboard a *common carrier*. The definition of passenger does not include a person acting as a pilot, operator or crew member.

**Policy** means Master Policy **PSI033769023** issued to *CIBC*.

**spouse** means the person to whom the *cardholder* is legally married or with whom the *cardholder* has been living in a common-law relationship for at least the last 12 months and who resides in the same household.

**ticket** means a form of documentation in which the *full fare* is pre-paid and charged to the *cardholder's card* and allows for the admission of an *insured person* onto a *common carrier*. Ticket is extended to include a *common carrier* ticket included in a travel itinerary package provided the *full fare* has been pre-paid with the *card* and clearly identified as an inherent part of such travel itinerary package *full fare*.

**us** and **we** mean the *Insurer*.

**you, your** and **insured person(s)** mean the *cardholder*, and the *cardholder's spouse* and *dependent children*, whether travelling together or not, when the *full fare* is charged to the *cardholder's card* account. An Authorized User, as defined in the *Cardholder Agreement*, who is not the *cardholder's spouse* or *dependent children* is not covered.

# FLIGHT DELAY AND BAGGAGE INSURANCE CERTIFICATE OF INSURANCE

Throughout this certificate, words in *italics* have specific meanings which can be found in SECTION 10 – DEFINITIONS.

## SECTION 1 – INTRODUCTION

Flight Delay and Baggage Insurance provides coverage for:

1. reasonable living expenses, such as meals and accommodations, when *your* flight is delayed; and
2. the purchase of necessary clothing and toiletries when *your* baggage is delayed by an airline provider; and
3. loss or damage to *your* carry-on or checked-in baggage and personal effects while in custody of a *common carrier*.

This certificate outlines what is covered along with the conditions under which a payment will be made. It also provides instructions on how to make a claim. For confirmation of coverage or for any questions concerning the information in this certificate, call toll free **1 866 363-3338** (if in Canada or the United States) or call collect **+ 905 403-3338** (from anywhere else in the world).

Royal & Sun Alliance Insurance Company of Canada (*Insurer*) provides the insurance for this certificate under Master Policy **PSI033759743** (the *Policy*), issued to Canadian Imperial Bank of Commerce (*CIBC*). This certificate is not a contract of insurance and contains only a summary of the principal provisions of the *Policy*. All benefits are subject in every respect to the *Policy*, under which coverage is provided and payments are made. In the event of any conflict, the *Policy* shall govern, subject to any applicable law to the contrary. A *cardholder* or a claimant under the *Policy* may, on request to the *Insurer*, obtain a copy of the *Policy*, subject to certain access limitations permitted by applicable law.

This coverage may be cancelled, changed or modified at the option of *CIBC* and the *Insurer* at any time.

This certificate replaces any and all certificates previously issued to the *cardholder* with respect to the *Policy*.

## SECTION 2 – WHAT SHOULD YOU DO IF YOU NEED ASSISTANCE?

**IF YOUR FLIGHT AND/OR BAGGAGE IS DELAYED OR YOUR BAGGAGE IS LOST OR STOLEN,  
IMMEDIATELY CONTACT US BY CALLING:**

From Canada and the United States, toll free **1 866 363-3338**

From anywhere else in the world, collect **+ 905 403-3338**

## SECTION 3 – IMPORTANT NOTICE – PLEASE READ CAREFULLY

- It is important that *you* read this certificate and understand *your* coverage as *your* coverage is subject to certain limitations or exclusions.
- Coverage is only available if *you* are a resident of Canada.
- At least 75% of the *common carrier ticket* price, including taxes, must be charged to the *card*.
- **This certificate contains clauses which may limit the amounts payable.**

## SECTION 4 – WHEN DOES COVERAGE BEGIN AND END?

### When does coverage take effect?

- **Flight Delay** coverage takes effect when *your* confirmed scheduled flight departure from any airport during *your trip* is delayed by four hours or more and remains in effect until the arrival of *your* flight.
- **Delay of Checked Baggage** coverage takes effect when *your* baggage checked in with an airline during *your trip* is delayed by six hours or more and remains in effect until the return of *your* baggage or the fifth day following the delay.
- **Lost or Stolen Baggage** coverage takes effect when baggage checked in with, or carried on, a *common carrier* during *your trip* is lost, stolen or damaged.

### When does coverage begin and end?

Coverage **begins** at the later of:

1. The date the *Policy* is effective; or
2. The date the *cardholder* falls within the definition of an *insured person*.

Coverage **ends** at the earlier of:

1. The date the *Policy* is terminated; or
2. The date the *cardholder* no longer falls within the definition of an *insured person*; or
3. The date the *cardholder's card* account is no longer in *good standing*.

## SECTION 5 – WHAT ARE YOU COVERED FOR AND WHAT ARE YOUR BENEFITS?

### COVERAGE

#### 1. FLIGHT DELAY, TRANSPORTATION EXPENSE AND ENTERTAINMENT EXPENSES

##### Flight Delay/Missed Connection

The *Insurer* will reimburse the *cardholder* for *reasonable living expenses* incurred by the *insured person* during the period of flight delay/missed connection, up to an *aggregate limit* of \$500 for all *insured persons* combined if:

- a) The *full fare* for the delayed flight was charged to the *card* or was obtained through the redemption of points from the *card* travel reward program; and
- b) The delay lasted in excess of four hours from the time of scheduled departure causing *you* to:
  - delay *your* travel arrangements; and/or
  - miss a connecting flight; and
- c) The delayed flight was a scheduled service by an airline; and
- d) The delay of the flight was the result of strike by airline personnel, quarantine, civil commotion, hijack, natural disaster, inclement weather, mechanical breakdown or air traffic delays caused by congestion in the skies; and
- e) The *insured person* provides receipts for *reasonable living expenses*.

##### Transportation Expense

The *Insurer* will reimburse the *cardholder* for ground transportation expenses incurred by the *insured person* during the period of flight delay/missed connection, up to an *aggregate limit* of \$100 for all *insured persons* combined if:

- a) As a result of an outbound flight delay/missed connection, the *insured person* returns directly to either the *insured person's* principal residence or a place of overnight *accommodation*; and
- b) As a result of a return flight delay/missed connection, the *insured person* travels to a place of overnight *accommodation*.

##### Entertainment Expenses

The *Insurer* will reimburse the *cardholder* for entertainment expenses incurred by the *insured person* as the result of a flight delay/missed connection, up to an *aggregate limit* of \$100 for all *insured persons* combined if, as the result of a flight delay/missed connection, the *insured person* attends a ticketed event such as, but not limited to, a movie theatre, theatre, concert hall, opera or sports event during the period of flight delay/missed connection.

## 2. DELAY OF CHECKED BAGGAGE

The *Insurer* will reimburse the *cardholder* for expenses incurred within four days of the occurrence of the checked baggage delay to replace *your essential items* during the baggage delay period, up to \$500 per *insured person*, subject to an *aggregate limit* of \$1,000 for all *insured persons* combined, if:

- a) The *full fare* for the flight on which the baggage was checked was charged to the *card*, or was obtained through the redemption of points from the *card* reward program; and
- b) Such baggage was unavoidably delayed by an airline for more than six hours; and
- c) Such baggage was in the custody of an airline; and
- d) Such replacement items are purchased within four days of the occurrence of the delay.

## 3. LOST OR STOLEN BAGGAGE

The *Insurer* will reimburse the *cardholder* for direct physical loss or damage of an *insured person's* baggage and the personal property contained therein when the baggage is checked with a *common carrier* or carried by the *insured person* on a *common carrier*, up to \$500 per *insured person*, subject to an *aggregate limit* of \$1,000 for all *insured persons* combined.

Also, the *full fare* for travel in or on the *common carrier* must be charged to the *card* or obtained through the redemption of points from the *card* reward program.

Payment is based on the actual replacement cost of any lost or stolen article provided the article is actually replaced – otherwise, payment is based on the actual cash value of the article at the time of loss.

## SECTION 6 – CONDITIONS THAT MAY LIMIT YOUR COVERAGE

This section explains conditions that may limit *your* entitlement to benefits under this certificate.

1. **Benefits Limited to Incurred Expenses.** The total benefits paid to *you* from all sources cannot exceed the actual expenses which *you* have incurred.
2. **Sanctions.** The *Insurer* shall not provide any coverage or be liable to provide any indemnity or payment or other benefit under this certificate which would breach economic, financial, or trade sanctions imposed under the laws of Canada, the European Union, the United Kingdom or any other applicable jurisdiction.

## SECTION 7 – WHAT ARE YOU NOT COVERED FOR?

**This insurance will not pay any expenses relating to or in any way associated with:**

1. *Your* participation in and/or voluntary exposure to any risk from: war or act of war, whether declared or undeclared; invasion or act of foreign enemy; declared or undeclared hostilities; civil war, riot, rebellion; revolution or insurrection; act of military power; or any service in the armed forces; and
2. Any accident occurring while the *insured person* is operating or learning to operate or serving as a member of the crew of any aircraft; and
3. Any criminal act by the *insured person*; and
4. Failure of any device to correctly read or interpret date/time data; and
5. Purchases related to the delayed baggage made more than four days after the date *your* baggage was scheduled to arrive by the *common carrier* or made after the baggage is returned by the *common carrier*; (applies to Benefit # 2. Delay of Checked Baggage only); and

**Property excluded: In addition to the exclusions outlined above, the following exclusions apply to Benefit #3. Lost or Stolen Baggage only. This insurance will not pay any expenses relating to or in any way associated with:**

6. Animals, sporting equipment (except golf clubs and golf bags; skis, ski poles and ski boots; and racquets), cameras and accessory equipment, eye glasses, sunglasses, contact lenses, prosthetic devices including dentures, furs, tickets, valuable papers and documents, securities and money; and
7. Confiscation, expropriation or detention by any government, public authority, customs or other officials; and
8. Baggage or personal property lost, stolen or damaged during *commuting*.



## SECTION 8 – HOW DO YOU MAKE A CLAIM?

### To submit a claim:

- If in Canada or the United States, call toll free at: **1 866 363-3338**.
- From anywhere else in the world, call collect to: **+ 905 403-3338**.
- During *your* call, *you* will be given all the information required to file a claim.
- **Notice of Claim:** Notice of claim must be given to the *Insurer* as soon as reasonably possible. Where possible, written notice should be given to the *Insurer* within 90 days after the occurrence of any loss. Such notice given by or on behalf of the *insured person* must provide particulars sufficient to identify the *cardholder*.
- **Payment of Claims:** Benefits payable under the *Policy* for any loss will be paid upon receipt of proof of loss. All benefits will be paid to the *cardholder*.
- **When making a claim, we may require that supporting documentation such as the following be provided:**

### FLIGHT DELAY, TRANSPORTATION EXPENSE AND ENTERTAINMENT EXPENSES

- a) Verification by the airline of the delay, including the reason for and duration of the delay; and any compensation issued; and
- b) Original itemized expense receipts; and
- c) A copy of the travel arrangements' invoice/itinerary, or a copy of the account statement on which the *full fare* expense appears, showing *your card* as the method of payment or showing it as a *ticket* obtained through the redemption of points from the *card* travel reward program; and
- d) A copy of the airline *ticket*.

### DELAY OF CHECKED BAGGAGE

- a) Itemized original receipts for actual expenses incurred; and
- b) A copy of the baggage claim ticket; and
- c) Verification from the airline of the delay including reason, duration of delay, and any compensation issued; and
- d) A copy of the travel arrangement's invoice/itinerary, or a copy of the account statement on which the *full fare* expense appears, showing *your card* as the method of payment or showing it as a *ticket* obtained through the redemption of points from the *card* reward program; and
- e) A copy of the airline *ticket*.

### LOST OR STOLEN BAGGAGE

- a) A copy of the travel arrangement's invoice/itinerary, or a copy of the account statement on which the *full fare* expense appears, showing *your card* as the method of payment or showing it as a *ticket* obtained through the redemption of points from the *card* reward program; and
- b) A copy of the *common carrier ticket*; and
- c) A copy of the initial claim report submitted to the *common carrier*; and
- d) Proof of submission of the loss to and the results of any settlement by the *common carrier*; and
- e) Original receipt confirming that the property has actually been replaced or the original receipt for the lost or stolen item.

### All pertinent documents should be sent to:

**Royal & Sun Alliance Insurance Company of Canada**  
**Flight Delay and Baggage**  
**Claims Management Services**  
**2 Prologis Blvd., Suite 100**  
**Mississauga, Ontario L5W 0G8**

## SECTION 9 – WHAT ELSE DO YOU NEED TO KNOW?

1. **Canadian Currency.** Any claims paid to *you* will be payable in Canadian funds. If *you* have paid a covered expense, *you* will be reimbursed in Canadian currency at the prevailing rate of exchange on the date that the claim payment is made to *you*. No sum payable shall bear interest.
2. **Misrepresentation and Non-Disclosure.** Any information that has been misrepresented or misstated to *us* by *you* or is incomplete may result in this certificate and *your* insurance coverage being null and void, in which case no benefits will be paid.
3. **Applicable Law.** The terms of this coverage are governed and interpreted according to the laws of the Province of Ontario.
4. **Material Facts.** No statements or representations made by employees of *CIBC*, or employees or agents of the *Insurer* can vary the terms of this coverage.
5. **Limitation Periods.** 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 (for actions or proceedings governed by the laws of British Columbia, Alberta and Manitoba), the Limitations Act, 2002 (for actions or proceedings governed by the laws of Ontario), Article 2925 of the Civil Code of Quebec (for actions or proceedings governed by the laws of Quebec), or other applicable legislation.
6. **Subrogation.** If *you* incur expenses due to the fault of a third party, *you* assign to *us* the right to take action against the party at fault in *your* name. This will require *your* full cooperation with *us* and we will pay for all of the related expenses.
7. **Second Payor.** This insurance is classified as supplemental or excess, in that it covers expenses in excess of expenses payable by any other insurance plan or other source of reimbursement.

## SECTION 10 – DEFINITIONS

Throughout this certificate, **italicized terms** have the specific meaning described below:

**accommodation** means an establishment providing commercial accommodations or in the business of operating a vacation rental marketplace and hospitality service for the general public.

**aggregate limit** means the maximum amount which will be paid as the result of any covered occurrence regardless of the number of fares charged to the *card*. If the total amount claimed by all *insured persons* as a result of any one covered occurrence is more than the aggregate limit, the amount to be paid for each *insured person* will be prorated in amount for all *insured persons*.

**card** means a CIBC Aerogold® Visa® Card issued in Canada by *CIBC*.

**cardholder** means the 'Primary Cardholder' and the 'Authorized User' (as such terms are defined in the *Cardholder Agreement*).

**Cardholder Agreement** means the *CIBC Cardholder Agreement* that applies to and governs *your card*.

**CIBC** means Canadian Imperial Bank of Commerce.

**common carrier** means any land, water, or air conveyance operated under a license for the transportation of passengers for hire and for which a *full fare ticket* has been obtained. *Common carrier* does not include any conveyance that is hired or used for a sport, gamesmanship, contest, cruise and/or recreational activity, regardless of whether such conveyance is licensed.

**commuting** means the regular or frequent travel between residence and place of employment usual to the *insured person*.

**dependent children** means an unmarried natural, adopted, step or foster child, or legal ward of the *cardholder* or his or her *spouse* who is, at the date of purchase of *your flight*, at least 15 days old, dependent on the *cardholder* or his or her *spouse* for support and:

- a) Is under 21 years of age; or
- b) Is a full-time student who is under 25 years of age; or
- c) Has a permanent physical impairment or a permanent mental disability.

**essential items** mean the costs incurred by an *insured person* for the purchase of minimum essential clothing and toiletries, which are absolutely necessary and indispensable due to the loss, theft or delay of *your* baggage, as determined by the *Insurer*.

**full fare** means at least 75% of the *common carrier ticket* price, including taxes, was charged to the *card*. Full fare is extended to include a *common carrier ticket* obtained through the redemption of points from the *card* travel reward program.

**good standing** has the meaning attributed to such term as set out in the *Cardholder Agreement*.

**Insurer** means Royal & Sun Alliance Insurance Company of Canada.

**Policy** means Master Policy **PSIO33759743** issued to *CIBC*.

**reasonable living expenses** mean an *insured person's* expenses for meals and *accommodation* as determined by the *Insurer*.

**spouse** means the person to whom the *cardholder* is legally married or with whom the *cardholder* has been living in a common-law relationship for at least the last 12 months and who resides in the same household.

**ticket** means a form of documentation in which the *full fare* is pre-paid and charged to the *card* and allows for the admission of an *insured person* onto a *common carrier*. Ticket is extended to include a *common carrier* ticket included in a travel itinerary package provided the *full fare* has been pre-paid with the *card* and clearly identified as an inherent part of such travel itinerary package *full fare*.

**trip** means a period of travel for which:

- a) There is a *departure point* and a destination; and
- b) There are predetermined and recorded beginning and ending dates.

**us** and **we** mean the *Insurer*.

**you, your** and **insured person(s)** mean the *cardholder*, *spouse* and *dependent children*, whether travelling together or not, when the *full fare* is charged to the *cardholder's card*.

## PURCHASE SECURITY & EXTENDED PROTECTION INSURANCE CERTIFICATE OF INSURANCE

Throughout this certificate, words in *italics* have specific meanings which can be found in SECTION 9 – DEFINITIONS.

### SECTION 1 – INTRODUCTION

Purchase Security & Extended Protection Insurance:

1. provides coverage for certain items charged to *your card*, if such items are lost, stolen, or damaged; and
2. automatically doubles the original *manufacturer's warranty* of a covered item charged to *your card*, up to one additional year.

This certificate outlines what is covered along with the conditions under which a payment will be made. It also provides instructions on how to make a claim. For confirmation of coverage or for any questions concerning the information in this certificate, call toll free **1 866 363-3338** (if in Canada or the United States) or call collect **+ 905 403-3338** (from anywhere else in the world).

Royal & Sun Alliance Insurance Company of Canada (*Insurer*) provides the insurance for this certificate under Master Policy **PSIO33759392** (the *Policy*), issued to Canadian Imperial Bank of Commerce (*CIBC*). This certificate is not a contract of insurance and contains only a summary of the principal provisions of the *Policy*. All benefits are subject in every respect to the *Policy*, under which coverage is provided and payments are made. In the event of any conflict, the *Policy* shall govern, subject to any applicable law to the contrary. A *cardholder* or a claimant under the *Policy* may, on request to the *Insurer*, obtain a copy of the *Policy*, subject to certain access limitations permitted by applicable law.

This coverage may be cancelled, changed or modified at the option of *CIBC* and the *Insurer* at any time.

This certificate replaces any and all certificates previously issued to the *cardholder* with respect to the *Policy*.

## SECTION 2 – WHAT SHOULD YOU DO IF YOUR ITEM IS LOST, STOLEN OR DAMAGED?

### IF YOUR ITEM IS LOST, STOLEN OR DAMAGED, IMMEDIATELY CONTACT US BY CALLING:

From Canada and the United States, toll free **1 866 363-3338**

From anywhere else in the world, collect **+ 905 403-3338**

## SECTION 3 – IMPORTANT NOTICE – PLEASE READ CAREFULLY

- It is important that *you* read this certificate and understand *your* coverage as *your* coverage is subject to certain limitations or exclusions.
- Only the portion of the *insured item* charged on the *cardholder's card* will be considered for reimbursement for this coverage, up to the benefit maximum. Any expenses incurred using other payment sources will not be considered.
- Coverage is only available if *you* are a resident of Canada.
- **This certificate contains clauses which may limit the amounts payable.**

## SECTION 4 – WHAT ARE YOU COVERED FOR AND WHAT ARE YOUR BENEFITS?

### 1. PURCHASE SECURITY

- a) **Coverage** - Purchase Security automatically, without registration, protects most *insured items* of personal property when at least a portion of the *purchase price* is charged to the *card* by insuring the item for 90 days from the date of purchase in the event of loss, theft or physical damage, anywhere in the world, if the item is not covered by *other insurance*. If the item is lost, stolen or damaged, it will be replaced, repaired, or the *cardholder* will be reimbursed the portion of the *insured item* that was charged on the *card*, at the discretion of the *Insurer*. Items the *cardholder* gives as gifts are covered under Purchase Security subject to compliance with the terms and conditions of the *Policy*. The *cardholder* is entitled to receive the lesser of: the cost of repairs; the actual cash value of the *insured item* immediately prior to the loss; or the portion of the *purchase price* of the *insured item* charged on the *card*.
- b) **Excluded Items** - Purchase Security does not provide coverage for the following items: items purchased by or for use by a business for commercial purpose, travellers' cheques, any type of currency, cash, tickets, and any other *negotiable instruments*, bullion, rare or precious coins, art objects, animals, living plants, services, refurbished items (except by the manufacturer), used and pre-owned items including antiques and demos, perishables and consumables such as food and liquor, ancillary costs incurred in respect of an *insured item* and not forming part of the *purchase price*; automobiles, motorboats, airplanes, and any other motorized vehicles, parts, accessories and labour thereof. Jewellery in baggage is covered only if hand carried by the *cardholder* or by a person travelling with the *cardholder* previously known to the *cardholder*. Jewellery stolen from baggage not hand carried is not covered unless the *cardholder's* baggage is stolen in its entirety; in which case, the loss is subject to a limitation of \$2,500 per occurrence.

### 2. EXTENDED PROTECTION

- a) **Coverage** - Extended Protection automatically, without registration, provides *cardholders* with double the term of the *manufacturer's warranty* up to a maximum of one additional full year commencing immediately following the expiry of the applicable *manufacturer's warranty* on most items purchased anywhere in the world when at least a portion of the *purchase price* is charged to the *card* and the original *manufacturer's warranty* is honoured in Canada or the United States. Valid warranties over five years can be covered if registered with the *Insurer* within the first year after purchase of the item. Items the *cardholder* gives as gifts are covered under Extended Protection, subject to compliance with the terms and conditions of the *Policy*.

- b) **Excluded Items** - Extended Protection does not cover the following items and services: automobiles, motorboats, airplanes and other motorized vehicles, and parts and accessories thereof; services; dealer and assembler warranties, normal wear and tear, refurbished items (except by the manufacturer), used and pre-owned items, including demos, normal course of play, negligence, misuse and abuse, willful acts or omissions and improper installation or alteration, ancillary costs, any product purchased by and/or used for a business or commercial purpose, and any repair or replacement that would not have been covered under the *manufacturer's warranty*.

## SECTION 5 – CONDITIONS THAT MAY LIMIT YOUR COVERAGE

This section explains conditions that may limit *your* entitlement to benefits under this certificate.

1. **Limits of Liability.** There is a maximum total limit of liability per *cardholder* of \$60,000 for claims under this insurance in respect of all *CIBC* cards held by a *cardholder*. The *cardholder* is entitled to receive the lesser of: the cost of repairs; the actual cash value of the *insured item* immediately prior to the loss; or the portion of the *purchase price* of the *insured item* charged to the *card*. Claims for *insured items* belonging to and purchased as a pair or set will be paid for at the portion charged on the *card* of the *purchase price* of the pair or set providing that the parts of the pair or set are unusable individually and cannot be replaced individually. Where parts of a pair or set are usable individually, liability will be limited to payment equal to a proportionate part of the *purchase price* that the number of lost, stolen or damaged parts bear to the number of parts in the complete pair or set. The *Insurer*, at its sole option, may elect to (a) repair, rebuild, or replace the item lost, stolen or damaged (whether in whole or in part) or (b) pay cash for said item, not exceeding the *purchase price* thereof and subject to the exclusions, terms and limits of liability as stated in the *Policy*.
2. **Benefits Limited to Incurred Expenses.** The total benefits paid to *you* from all sources cannot exceed the actual expenses which *you* have incurred.
3. **Sanctions.** The *Insurer* shall not provide any coverage or be liable to provide any indemnity or payment or other benefit under this certificate which would breach economic, financial, or trade sanctions imposed under the laws of Canada, the European Union, the United Kingdom or any other applicable jurisdiction.

## SECTION 6 – WHAT ARE YOU NOT COVERED FOR?

Fraud, abuse, hostilities of any kind (including war, invasion, rebellion, or insurrection), confiscation by authorities, risks of contraband, illegal activities, willful acts or omissions, normal wear and tear, normal course of play, flood, earthquake, inherent product defect, items consumed in use, or mysterious disappearance (means when the article of personal property in question cannot be located, and the circumstances of its disappearance cannot be explained or do not lend themselves to a reasonable conclusion that a theft occurred) are not covered under this insurance nor are incidental and indirect damages including bodily injury, punitive or exemplary damages and legal expenses.

## SECTION 7 – HOW DO YOU MAKE A CLAIM?

### To submit a claim:

- If in Canada or the United States, call toll free at: **1 866 363-3338**.
- From anywhere else in the world, call collect to: **+ 905 403-3338**.
- During *your* call, *you* will be given all the information required to file a claim.
- Notice of any occurrence of loss, theft or damage of an *insured item* must be given within 45 days thereafter. A *cardholder's* failure to give such notice within 45 days after the loss, theft or damage to the *insured item* may result in denial of the related claim. In the event that the *cardholder* has homeowner's or tenant's insurance (primary insurance), the *cardholder* must file with the insurer of that coverage in addition to filing with the *Insurer*. If the loss, theft or damage is not covered under the primary insurance, the *cardholder* may be required to provide a letter from the primary insurer indicating so, and/or a copy of their policy. In addition, the *cardholder* must, within 90 days from the date of the loss, theft or damage, complete, sign and return the *Insurer's* Loss Report to the *Insurer*.

- The *cardholder* must provide details to substantiate the loss, theft or damage, together with original copies, not photocopies, of the *cardholder's* receipt and/or the statement, store receipt, *manufacturer's warranty* where applicable, police report, if obtainable, fire insurance claim or loss report, primary insurance documentation and payment, if the *cardholder* has *other insurance*, and any other information reasonably necessary to determine the *cardholder's* eligibility for benefits hereunder.
- If the item is lost, stolen or damaged, the *cardholder* may be required to replace the item and provide original copies of both receipts. Prior to proceeding with any repair services the *cardholder* must obtain approval for the repair services and of the repair facility from the *Insurer*. At the *Insurer's* sole discretion, the *cardholder* may be required to send at the *cardholder's* expense and risk, the damaged item on which a claim is based to the address designated by the *Insurer*. The *Insurer's* payment made in good faith with respect to a claim will discharge the *Insurer* to the extent of the claim.
- **All pertinent documents should be sent to:**

**Royal & Sun Alliance Insurance Company of Canada**  
**Purchase Security & Extended Protection**  
**Claims Management Services**  
**2 Prologis Blvd., Suite 100**  
**Mississauga, Ontario L5W 0G8**

## SECTION 8 – WHAT ELSE DO YOU NEED TO KNOW?

1. **Canadian Currency.** Any claims paid to *you* will be payable in Canadian funds. If *you* have paid a covered expense, *you* will be reimbursed in Canadian currency at the prevailing rate of exchange on the date that the claim payment is made to *you*. No sum payable shall bear interest.
2. **Benefits to Cardholder Only.** This insurance is only for the benefit of the *cardholder*. No other person or entity shall have any right, remedy or claim, legal or equitable, to the benefits. The *cardholder* shall not assign these benefits without prior written approval of the *Insurer*. Permission is granted for the *cardholder* to transfer benefits on gifts as provided in this certificate and the *Policy*.
3. **Other Insurance.** The insurance extended by the *Insurer* is issued strictly as excess coverage and does not apply as contributing insurance. The *Policy* is not a substitute for *other insurance* and covers *cardholders* only to the extent a permitted claim for an *insured item* exceeds the coverage of *other insurance*. The *Policy* also provides coverage for the amount of the deductible of *other insurance*. The coverage afforded by the *Insurer* takes effect only when the limits of the *other insurance* have been reached and paid to the *cardholder* regardless of whether the *other insurance* contains provisions purporting to make the coverage of such *other insurance* non-contributory or excess.
4. **Misrepresentation and Non-Disclosure.** Any information that has been misrepresented or misstated to *us* by *you* or is incomplete may result in this certificate and *your* insurance coverage being null and void, in which case no benefits will be paid.
5. **Applicable Law.** The terms of this coverage are governed and interpreted according to the laws of the Province of Ontario.
6. **Material Facts.** No statements or representations made by employees of *CIBC*, or employees or agents of the *Insurer* can vary the terms of this coverage.
7. **Due Diligence.** The *cardholder* shall use diligence and do all things reasonable to avoid or diminish any loss of, theft of or damage to property protected by this insurance. The *Insurer* will not unreasonably apply this provision to avoid claims under the *Policy*. Where damage or loss is due (or suspected to be due) to a malicious act, burglary, robbery, theft or attempt thereof, the *cardholder* shall give immediate notice to the police or other authorities having jurisdiction. The *Insurer* will require evidence of such notice with the Loss Report prior to settlement of a claim.
8. **Limitation Periods.** 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 (for actions or proceedings governed by the laws of British Columbia, Alberta and Manitoba), the Limitations Act, 2002 (for actions or proceedings governed by the laws of Ontario), Article 2925 of the Civil Code of Quebec (for actions or proceedings governed by the laws of Quebec), or other applicable legislation.

## SECTION 9 – DEFINITIONS

Throughout this certificate, italicized terms have the specific meaning described below:

**card** means a CIBC Aerogold® Visa\* Card issued in Canada by CIBC.

**cardholder** means the 'Primary Cardholder' and the 'Authorized User' (as such terms are defined in the *Cardholder Agreement*).

**Cardholder Agreement** means the CIBC Cardholder Agreement that applies to and governs *your card*.

**CIBC** means Canadian Imperial Bank of Commerce.

**good standing** has the meaning attributed to such term as set out in the *Cardholder Agreement*.

**insured item** means a new item (a pair or set being one item) of personal property (not purchased by or for use by a business or for commercial purposes), for which at least a portion of the *purchase price* is charged to the *card*.

**Insurer** means Royal & Sun Alliance Insurance Company of Canada.

**manufacturer's warranty** means an expressly written warranty issued by the manufacturer of the *insured item* at the time of purchase. The manufacturer's warranty must be valid in Canada or the United States. The manufacturer's warranty must be provided free of charge with the purchase of the *insured item* and must not be an extended or supplemental warranty that is purchased.

**negotiable instruments** means a document guaranteeing the payment of a specific amount of money, either on demand, or at a set time, with the payer usually named on the document. Negotiable instruments are unconditional orders or promises to pay, and include, but are not limited to cheques, drafts, bearer bonds, some certificates of deposit, promissory notes, and bank notes (currency).

**other insurance** means any and all policies of insurance or indemnity which provide additional coverage to a *cardholder* for loss, theft or damage covered under the *Policy*.

**Policy** means Master Policy **PSIO33759392** issued to CIBC.

**purchase price** means the actual cost of the *insured items*, including any applicable sales tax, as shown on the store receipt and where at least a portion of the cost is charged to the *cardholder's card*. This includes any charges to the *card* that are paid for through the redemption of points from the *card* reward program. Any charges incurred using other payment sources will not be covered under this insurance.

**us** means the *Insurer*.

**you** and **your** mean the *cardholder*.

## IMPORTANT NOTICE ABOUT YOUR PERSONAL INFORMATION

Royal & Sun Alliance Insurance Company of Canada is committed to protecting your privacy and the confidentiality of your personal information. We will collect, use and disclose personal information for the purposes identified in our Privacy Policy. To obtain more information, you can review our Privacy Policy online at [www.rsagroup.ca](http://www.rsagroup.ca) or request a copy by calling 1 888 877-1710.

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