

CIBC Aeroplan® Visa* Business *Plus* Card

CERTIFICATES OF INSURANCE

Effective Date: November 8, 2020

TABLE OF CONTENTS

Summary of Benefits	2
Trip Cancellation/Trip Interruption Insurance Certificate	3
<u>Assistance Services</u>	10
Trip Cancellation	10
Trip Interruption/Trip Delay	10
Car Rental Collision/Loss Damage Insurance Certificate	14
Common Carrier Accident Insurance Certificate	21
Flight Delay and Baggage Insurance Certificate	25
Flight Delay	26
Delay of Checked Baggage	27
Lost or Stolen Baggage	27
Purchase Security & Extended Protection Insurance Certificate	30
Purchase Security	31
Extended Protection	31
Important Notice About Your Personal Information	35

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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 Aeroplan® Visa® Business Plus 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
TRIP CANCELLATION/TRIP INTERRUPTION INSURANCE Provides reimbursement for the insured person for: 1. non-refundable and non-transferable prepaid expenses incurred as a result of your trip cancellation; and 2. expenses incurred and/or reimbursement of the unused portion of your non-refundable and non-transferable prepaid travel arrangements due to the interruption or delay of your trip.	<ul style="list-style-type: none">• Trip Cancellation: Up to \$1,000 per trip• Trip Interruption and Trip Delay: Up to \$2,000 per trip
CAR RENTAL COLLISION/LOSS DAMAGE INSURANCE Provides coverage for theft, loss, or damage to a rental car.	<ul style="list-style-type: none">• Rental cars with a Manufacturer's Suggested Retail Price (MSRP) of up to \$65,000• Rental period of up to 48 days
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).	<ul style="list-style-type: none">• Up to \$500,000 per insured person
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.	<ul style="list-style-type: none">• Flight Delay: Up to \$500 per occurrence• Delay of Checked Baggage: Up to \$500 per occurrence• Lost or Stolen Baggage: Up to \$500 per occurrence
PURCHASE SECURITY & EXTENDED PROTECTION INSURANCE This 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.	<ul style="list-style-type: none">• Purchase Security: Up to 90 days from date of purchase• Extended Protection: Up to one additional year following the expiry of the original manufacturer's warranty

Trip Cancellation/Trip Interruption Insurance CERTIFICATE OF INSURANCE

Throughout this certificate, words in *italics* have specific meanings which can be found in SECTION 11 – DEFINITIONS.

SECTION 1 – INTRODUCTION

Trip Cancellation/Trip Interruption Insurance provides reimbursement to the *insured person* for:

1. non-refundable and non-transferable prepaid expenses incurred as a result of *your* trip cancellation; and
2. expenses incurred and/or reimbursement of the unused portion of *your* non-refundable and non-transferable prepaid travel arrangements due to the interruption or delay of *your trip*.

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 **PSI037171999** (the *Policy*), issued to Canadian Imperial Bank of Commerce (*CIBC*). Global Excel Management Inc. (*Global Excel*) is the assistance and claims service provider under this certificate. 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 TO OBTAIN ASSISTANCE OR TO FILE A CLAIM?

IF YOU NEED ASSISTANCE OR TO FILE A CLAIM CALL *GLOBAL EXCEL*:

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

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

It is important that *you* call on the day the cause of cancellation, interruption or delay of *trip* occurs or on the next business day.

SECTION 3 - IMPORTANT NOTICE - PLEASE READ CAREFULLY

- Trip Cancellation/Trip Interruption insurance is designed to cover losses arising from sudden and unforeseeable circumstances. It is important that *you* read this certificate and understand *your* coverage before *you* travel as *your* coverage is subject to certain limitations or exclusions.
- Pre-existing *medical condition* exclusions apply to *medical conditions* and/or symptoms that existed before *your trip*. Refer to this certificate to determine how these exclusions may affect *your* coverage and how they relate to *your departure date* or *effective date*.
- In the event of an accident, injury or sickness, *your* medical history may be reviewed when a claim has been reported.
- Coverage is only available if *you* are a resident of Canada while *you* are travelling outside *your province*.
- For trip cancellation coverage, only the prepaid travel arrangements charged on the *cardholder's card* will be considered for reimbursement, up to the benefit maximum. Any expenses incurred using other payment sources will not be considered.
- For trip interruption/trip delay coverage, benefits are payable to *you* as long as any portion of the *trip* costs are charged to the *cardholder's card* prior to the *departure date*, up to the benefit maximum.
- Throughout this certificate, any reference to age refers to *your age on your departure date*.
- **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?

When does coverage take effect?

- Trip Cancellation coverage takes effect when the cause of cancellation occurs before *you* depart on *your trip*.
- Trip Interruption coverage takes effect when the cause of interruption occurs during *your trip*.
- Trip Delay coverage takes effect when the cause of delay occurs during *your trip* and results in *you* being delayed, beyond *your* scheduled *return date*, from returning to *your departure point*.

When does coverage begin and end?

Trip Cancellation coverage **begins** on *your effective date* (and before any cancellation penalties have been incurred).

Trip Interruption and Trip Delay coverages **begin** when the *common carrier* departs from the scheduled *departure point* shown on the ticket, itinerary or other document issued to an *insured person* by or for the carrier. If a *common carrier* is not used for the *trip*, the coverage begins on the date *you* leave from the *departure point* to start the *trip*.

All coverages **end** on the earlier of:

- a) Midnight of *your return date*; or
- b) The date the *cardholder's card* account is no longer in *good standing*; or
- c) The date the *Policy* terminates.

When does *your* coverage automatically extend?

Coverage is automatically extended beyond *your return date* in the following circumstances:

- a) **Delay of Transportation.** If *your* return home has been delayed beyond *your return date* because *your common carrier* has been delayed, or if a private vehicle becomes inoperable on the way to *your departure point* due to circumstances beyond *your* control, *your* coverage is extended for up to five days beyond *your return date*.

- b) **Medically Unfit to Travel.** If *you* are medically unfit to travel due to a covered medical *emergency* (but *you* are not hospitalized), *your* coverage is extended for up to five days following the date that *you* are deemed *stable* to return to *your* province by *your* doctor or the *common carrier*.
- c) **Hospitalization.** If *you* are hospitalized due to a covered medical *emergency*, *your* coverage will remain in force during *your* hospitalization and for up to five days following *your* discharge from the *hospital*.

You are required to notify *Global Excel* in the foregoing circumstances prior to *your* return date. Failure to notify *Global Excel* by such time may result in coverage not being extended.

In no circumstances will coverage be extended to more than 365 days from *your* departure date.

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

In the event of the cancellation, interruption or delay of *your* trip for one of the 23 covered reasons set out in the first column of the chart below, *you* will be eligible to receive the corresponding insurance benefits referred to in the remaining columns of the chart (Benefits A, B, C, D, E and F, as applicable), up to the amount of the maximum sum insured set out at the end of this Section.

INSTRUCTIONS FOR READING CHART AND DETERMINING BENEFITS

- To determine if the reason for cancellation, interruption or delay of *your* trip is a covered reason, refer to the first column of the chart below.
- If the reason for cancellation, interruption or delay of *your* trip is one of the 23 covered reasons, refer to the remaining columns in the chart to determine which of the benefits (A, B, C, D, E or F) described following the chart correspond to *your* covered reason.

WHAT ARE YOU COVERED FOR?		WHAT ARE YOUR BENEFITS?		
		TRIP CANCELLATION	TRIP INTERRUPTION	TRIP DELAY
1	<i>Your emergency medical condition</i> or admission to a <i>hospital</i> following an <i>emergency</i> .	A	B, C & F, or B, D & F, or B, E & F	D & F
2	The admission to a <i>hospital</i> following an <i>emergency</i> of <i>your family member</i> (who is not at <i>your</i> destination), <i>your</i> business partner, <i>key employee</i> or <i>caregiver</i> .	A	B, D & F	N/A
3	The <i>emergency medical condition</i> of <i>your family member</i> (who is not at <i>your</i> destination), <i>your</i> business partner, <i>key employee</i> or <i>caregiver</i> .	A	B, D & F	N/A
4	The <i>emergency medical condition</i> of <i>your travelling companion</i> or their admission to a <i>hospital</i> following an <i>emergency</i> .	A	B, C & F, or B, D & F, or B, E & F	D & F
5	The <i>emergency medical condition</i> of <i>your family member</i> who is at <i>your</i> destination or their admission to a <i>hospital</i> following an <i>emergency</i> .	A	B, D & F	D & F
6	The <i>emergency medical condition</i> of <i>your travel companion's family member</i> or their admission to a <i>hospital</i> following an <i>emergency</i> .	A	B, D & F	D & F
7	<i>Your</i> death.	A	B	N/A
8	The death of <i>your family member</i> or close friend (who is not at <i>your</i> destination), <i>your</i> business partner, <i>key employee</i> or <i>caregiver</i> .	A	B, D & F	N/A

WHAT ARE YOU COVERED FOR?		WHAT ARE YOUR BENEFITS?		
		TRIP CANCELLATION	TRIP INTERRUPTION	TRIP DELAY
9	The death of <i>your travelling companion</i> .	A	B, D & F	D & F
10	The death of <i>your travelling companion's family member</i> , business partner, <i>key employee</i> or <i>caregiver</i> .	A	B, D & F	N/A
11	The death of <i>your family member</i> or close friend, who is at <i>your destination</i> .	A	B, D & F	D & F
12	A travel advisory or formal notice issued by the Canadian government after the purchase of <i>your trip</i> and prior to <i>your departure date</i> , advising Canadians not to travel to a country, region or city that is part of <i>your trip</i> .	A	N/A	N/A
13	A travel advisory or formal notice issued by the Canadian government after <i>your departure date</i> , advising Canadians not to travel to a country, region or city that is part of <i>your trip</i> .	N/A	B, D & F, or B, E & F	D & F
14	Cancellation of <i>your</i> or <i>your travelling companion's business meeting</i> beyond the <i>business' control</i> .	A	B, D & F	N/A
15	<i>You</i> or <i>your travelling companion</i> being summoned to service in the case of reservists, active military, police, essential medical personnel and fire personnel.	A	B, D & F	N/A
16	Delay of a private or rented vehicle resulting from the mechanical failure of that automobile, weather conditions, earthquakes, volcanic eruptions, a traffic accident, or an emergency police-directed road closure, causing <i>you</i> or <i>your travelling companion</i> to miss a connection or resulting in the interruption of <i>your</i> travel arrangements, provided the automobile was scheduled to arrive at the <i>departure point</i> at least two hours before the scheduled time of departure.	N/A	B, E & F	D & F
17	Delay of <i>your</i> or <i>your travelling companion's common carrier</i> , resulting from the mechanical failure of that <i>common carrier</i> , a traffic accident, an emergency police-directed road closure, weather conditions, <i>grounding due to safety</i> of <i>your</i> air transportation or grounding of <i>your</i> air transportation due to situations outside the airline's control including, but not limited to, a medical emergency or a collision with wildlife, causing <i>you</i> to miss a connection or resulting in the interruption of <i>your</i> travel arrangements.	N/A	B, E & F	D & F

WHAT ARE YOU COVERED FOR?		WHAT ARE YOUR BENEFITS?		
		TRIP CANCELLATION	TRIP INTERRUPTION	TRIP DELAY
18	Delay of <i>your</i> or <i>your travelling companion's</i> departure, resulting from the mechanical failure of <i>your common carrier</i> , a traffic accident, an emergency police-directed road closure, weather conditions, or <i>grounding due to safety</i> of <i>your</i> air transportation, causing <i>you</i> to miss <i>your</i> scheduled cruise or tour, and no alternative travel arrangements can be made for <i>you</i> to join the cruise or tour.	N/A	B & F	N/A
19	Default whereby a contracted supplier of air transportation stops all service completely as a result of bankruptcy or insolvency during the <i>period of insurance</i> .	N/A	D & F	D & F
20	An event completely independent of any intentional or negligent act that renders <i>your</i> or <i>your travelling companion's</i> principal residence uninhabitable or place of business inoperative.	A	B, D & F	N/A
21	The quarantine or hijacking of <i>you</i> or <i>your travelling companion</i> .	A	B, D & F	D & F
22	<i>You</i> or <i>your travelling companion</i> being a) called for jury duty; b) subpoenaed as a witness; or c) required to appear as a party in a judicial proceeding, scheduled during <i>your trip</i> .	A	B, D & F	N/A
23	<i>You</i> or <i>your travelling companion's</i> cruise is cancelled prior to the departure of the cruise ship due to mechanical failure, <i>grounding due to safety</i> , quarantine of cruise ship or the reposition of the cruise ship due to weather conditions, earthquakes or volcanic eruptions.	A	B, D & F	D & F

N/A: Not Applicable

Benefits A & B - Prepaid Travel Arrangements

If *your* covered reason entitles *you* to Benefits A or B, *you* will be entitled to reimbursement (up to the maximum sum insured) for:

- A. the non-refundable and non-transferable portion of *your* travel arrangements purchased prior to *your departure date* or *rebooking fees*, whichever is less; or
- B. the non-refundable and non-transferable unused portion of *your* travel arrangements purchased prior to *your departure date*, excluding the cost of prepaid unused transportation back to *your departure point*.

Note: *Your* entitlement to reimbursement will be reduced by the amount of any travel vouchers issued by the *supplier of travel services*.

Benefits C, D & E - Transportation

If *your* covered reason entitles *you* to Benefits C, D or E, *you* will be entitled to reimbursement (up to the maximum sum insured) for the extra cost of *your* economy class:

- C. transportation via the most cost-effective route to rejoin a tour or group on *your trip*; or
- D. transportation via the most cost-effective route to *your departure point*; or
- E. one-way air fare via the most cost-effective route to *your* next destination (inbound and outbound) on *your trip*.

Important Notes:

1. If *you* are required to interrupt *your trip* to attend a funeral or travel to the bedside of a hospitalized *family member* or close friend, *you* have the option to purchase a ticket to the destination where the death or hospitalization has occurred. *You* will be reimbursed the cost of the ticket, up to the maximum amount of what it would have cost for one-way economy class transportation via the most cost-effective route back to *your departure point* (applicable to covered reason #8). This option must be pre-authorized by *Global Excel*. This option can only be used once per *trip* and if *you* chose this option, it will replace Benefit D.
2. *Trips* obtained through the redemption of points from the *card* reward program will not be reinstated. The cash value, as determined by *us*, will be provided.
3. Any benefits payable under covered reason #19 shall be subject to the following overall maximum aggregate payable limits for all individuals insured under Trip Interruption Insurance and Trip Cancellation/Trip Interruption Insurance underwritten by the *Insurer* under the *Policy* or any other insurance policy underwritten by the *Insurer*:
 - \$2,000,000 for all losses resulting from the default of one contracted supplier of air transportation; and
 - \$5,000,000 for all losses resulting from all defaults of all contracted suppliers of air transportation during any one calendar year.

If total claims otherwise payable for this type of coverage under all policies issued by the *Insurer*, resulting from the default of one or more contracted suppliers of air transportation, exceed the applicable aggregate limit, then the amount paid on each claim shall be reduced on a pro rata basis so that the total amount paid in respect of all such claims shall be the maximum aggregate payable limit.

Benefit F - Out-of-Pocket Expenses

- F. If *your* covered reason entitles *you* to Benefit F, *you* will be entitled to reimbursement of up to \$100 per day for *accommodation*, meals, telephone (including cell phone roaming fees), taxi and *ridesharing services*, for expenses incurred if *your trip* is interrupted or if *your* return home is delayed beyond the scheduled *return date*. This Benefit F is subject to a maximum of \$1,000 per *trip*.

MAXIMUM SUM INSURED FOR EACH TRIP

The maximum sum insured is:

- for **Trip Cancellation**: \$1,000 per *trip*.
- for **Trip Interruption** and **Trip Delay**: \$2,000 per *trip*.

SECTION 6 – CONDITIONS THAT MAY LIMIT YOUR COVERAGE

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

1. **Limitations of Coverage.** When a cause of cancellation occurs (the event or series of events that triggers one of the covered reasons listed in SECTION 5 – WHAT ARE YOU COVERED FOR AND WHAT ARE YOUR BENEFITS?) before *your departure date*, *you* must, as soon as reasonably possible:
 - cancel *your trip* with the travel agent, airline, tour company, carrier or travel authority etc.; and
 - advise *us*.The *Insurer's* maximum liability is the amounts or portions indicated in *your trip* contract that are non-refundable at the time of the cause of cancellation.
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 7 – WHAT ARE YOU NOT COVERED FOR?

A – PRE-EXISTING MEDICAL CONDITION EXCLUSION

A pre-existing *medical condition* is a heart condition, a lung condition, or any other *medical condition* (other than a *minor ailment*) for which, at any time before *your effective date*, you have:

- been diagnosed,
- experienced symptoms,
- received medical care, advice, investigation or medical *treatment*,
- been hospitalized,
- been prescribed (including prescribed as needed) or have taken medication, or
- undergone a medical surgical procedure.

This insurance will not pay any expenses relating to or in any way associated with a pre-existing *medical condition*, if, in the 90 days before *your effective date* that condition or a related condition has not been *stable*.

B – GENERAL EXCLUSIONS

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

1. Trip cancellation, trip interruption or trip delay for any travel arrangements purchased after the *departure date of your trip*.
2. Trip cancellation, trip interruption or trip delay when *you* are aware, on the day *you* booked *your trip*, of any reason that might reasonably prevent *you* from travelling as booked.
3. Any *trip* that is not booked or taken for business purposes.
4. The schedule change of a medical test or surgery that was originally scheduled before *your period of insurance*.
5. Failure of any *supplier of travel services* through which *you* contract if this supplier was, at the time of booking, bankrupt, insolvent or had sought protection from creditors, had a receiver appointed privately or by court order; or was subject to any other proceeding under the Companies' Creditors Arrangement Act, the Winding-up and Restructuring Act, or any equivalent or related legislation in any other applicable jurisdiction. No protection is provided for failure of travel agents, agencies or brokers.
6. Routine pre-natal care.
7. If *you* are pregnant, *your* pregnancy or the birth and delivery of *your* child, or any complications of either, occurring in the nine weeks before or after *your* expected delivery date as determined by *your* primary care physician in *your province*. Note that a child born during a *trip*, even if born outside of the nine weeks before or after the expected delivery date, shall not be regarded as an *insured person* and shall not have coverage under this certificate for the entire duration of the *trip* in which the child is born.
8. Participation:
 - a) as a professional athlete in a sporting event including training or practice. (Professional means a person who engages in an activity as one's main paid occupation);
 - b) in any motorized race or motorized speed contest;
 - c) in scuba diving (unless *you* hold a basic SCUBA designation from a certified school or other licensing body), hang-gliding, rock climbing, paragliding, skydiving, parachuting, bungee jumping, mountain climbing using ropes and/or specialized equipment, rodeo, heli-skiing, any downhill skiing or snowboarding outside marked trails or any cycling racing event or ski racing event.
9. *Your* commission of a criminal act or *your* direct or indirect attempt to commit a criminal act.
10. *Your* intentional self-inflicted injury, *your* suicide or *your* attempt to commit suicide.

11. Abuse or overdose of a medication, drug or toxic substance; alcohol abuse, alcoholism or an accident occurring while *you* were operating a motorized vehicle, vessel or aircraft, while being impaired by drugs or alcohol or having an alcohol concentration that exceeds the legal limit as determined in the jurisdiction where the accident occurred.
12. Noncompliance with any prescribed medical therapy or medical *treatment* (as determined by the *Insurer*) or failure to carry out a *doctor's* instructions.
13. Anxiety or panic attack or a state of mental or emotional stress, unless such state was sufficiently severe as to require a medical consultation which resulted in a diagnosis.
14. Any injury, sickness or *medical condition* which, prior to the *effective date* of coverage was such as to render expected medical consultation or hospitalization, which has been shown, by prior medical history, as probably or certain to occur.
15. Any sickness, injury or *medical condition* *you* suffer or contract, or any loss *you* incur in a specific country, region or area for which the Canadian Government has issued a travel advisory or formal notice, before *your departure date* advising travellers to avoid non-essential travel or to avoid all travel to that specific country, region or area.
If the travel advisory or formal notice is issued after *your departure date*, *your* trip interruption coverage in that specific country, region or area will be limited to a period of 10 days from the date the travel advisory or formal notice was issued, or to a period that is reasonably necessary for *you* to safely evacuate the country, region or area.
16. *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.

SECTION 8 – ASSISTANCE SERVICES

If you need assistance before or while travelling, help is one call away. *Global Excel* provides the following services whenever possible:

Emergency Call Center. No matter where *you* travel, professional assistance personnel are ready to take *your* call. Please call *Global Excel* toll free at **1 866 363-3338** if in Canada or the United States, or call collect at **+ 905 403-3338** from anywhere else in the world.

Benefit Information. *Global Excel* can help *you* understand what coverage is available to *you* under *your Policy*.

Claims Information. *Global Excel* will answer any questions *you* have about *your* claim, *Global Excel's* standard verification procedures and the way that *your Policy* benefits are administered.

Emergency Cash Services. If *you* need emergency money, we can help *you* arrange to have cash forwarded to *you* through a friend, *family member*, business or *your credit card* up to *your* available credit limit.

SECTION 9 – HOW DO YOU MAKE A CLAIM?

A – HOW TO 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.
- *You* must contact *us* on the day the covered reason occurs or as soon as reasonably possible to advise *us* of the cancellation, interruption or delay of *your trip*.
- *You* will be asked to substantiate *your* claim by providing all required documents. Failure to do so may result in non-payment of *your* claim. The *Insurer* is not responsible for fees charged in relation to any such documents. Incomplete documentation will be returned to *you* for completion.

- When making a claim, we may require that a Claim & Authorization form be completed and that supporting documentation such as the following be provided:
 - A medical document, fully completed by the legally qualified *doctor* in active personal attendance and in the locality where the *medical condition* occurred stating the reason why travel was impossible, the diagnosis and all dates of *treatment*.
 - Written evidence of the covered reason which was the cause of cancellation, interruption or delay.
 - Tour operator terms and conditions.
 - Copy of *your CIBC card* statement or invoice showing payment of prepaid travel arrangements.
 - Complete original unused transportation tickets and vouchers.
 - All receipts for the prepaid land arrangements and/or subsistence allowance expenses.
 - Original passenger receipts for new tickets.
 - Reports from the police or local authorities documenting the cause of the missed connection.
 - Detailed invoices and/or receipts from the service provider(s).
- **Failure to complete the required Claim & Authorization form in full may delay the assessment of your claim.**

All pertinent documents should be sent to:

**Global Excel Management Inc.
73 Queen Street, Sherbrooke, Quebec J1M 0C9**

B – OTHER CLAIM INFORMATION

- During the processing of a claim, we may require *you* to undergo a medical examination by one or more *doctors* selected by us and at our expense. You agree that the *Insurer* and its agents have:
 - a) *Your* consent to verify *your* health card number and other information required to process *your* claim, with the relevant government and other authorities;
 - b) *Your* authorization to *doctors, hospitals* and other medical providers to provide to us, any and all information they have regarding *you*, while under observation or *treatment*, including *your* medical history, diagnoses and test results; and
 - c) *Your* agreement to disclose any of the information available under a) and b) above to other sources, as may be required for the processing of *your* claim for benefits obtainable from other sources.
- *You* may not claim or receive in total more than 100% of *your* total covered expenses or the actual expenses which *you* incurred, and *you* must repay to us any amount paid or authorized by us on *your* behalf if and when we determine that the amount was not payable under the terms of *your* insurance.

SECTION 10 – 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* unless another beneficiary is designated in writing to *Global Excel* or the *Insurer*.
3. **Other Insurance or Recovery.** This insurance is a second payor plan. For any loss or damage insured by, or for any claim payable under, any other liability, group or individual basic or extended health insurance plan or contract, including any private or provincial or territorial auto insurance plan providing *hospital, medical, or therapeutic coverage, or any other insurance in force concurrently herewith, or any amounts recoverable by you under a credit card, a charge card, applicable Canadian consumer protection legislation or any other benefit or reimbursement source, amounts payable hereunder are limited to those covered benefits incurred outside your Canadian province or territory of residence that are in excess of the amounts for which you are insured or otherwise entitled to recovery under such other legislation, benefit or reimbursement source. All coordination with employee related plans follows Canadian Life and Health Insurance Association Inc. guidelines. In no case will the Insurer seek to recover against employment related plans if the lifetime maximum for all in-country and out-of-country benefits is \$50,000 or less.*

4. **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.
5. **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.
6. **Applicable Law.** The terms of this insurance coverage are governed and interpreted according to the laws of the Province of Ontario.
7. **Material Facts.** No statements or representations made by employees of *CIBC*, *our* employees, or *our* agents can vary the terms of this insurance coverage.
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. **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 11 – 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.

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

business means the entity that has entered into a *Business Credit Card Agreement*.

Business Credit Card Agreement means the *CIBC Business Credit Card Agreement (Business Liability)* that applies to and governs *your card*.

business meeting means a meeting, trade show, conference, training course, or convention, scheduled before *you* booked *your trip*, between companies with unrelated ownership, pertaining to *your* full-time occupation or profession and that is the sole purpose of *your trip*.

card means a CIBC Aeroplan® Visa® Business Plus Card issued in Canada by *CIBC*.

cardholder means an individual to whom a *card* has been issued at the request of the *business*.

caregiver means the permanent, full-time person entrusted with the well-being of *your dependent children*, and whose absence cannot reasonably be replaced.

change in medication means the addition of any new *prescription drug*, the withdrawal of any *prescription drug*, an increase in the dose of any *prescription drug* or a decrease in the dose of a *prescription drug*.

Exceptions:

- an adjustment in the dosage of insulin or Coumadin (Warfarin), if *you* are currently taking these drugs;
- a change from a brand name drug to an equivalent generic drug of the same dosage.

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 and/or recreational activity, regardless of whether such conveyance is licensed. Rental vehicles are not considered *common carriers*.

departure date means the date on which *you* leave *your province*.

departure point means the place from *your province* *you* depart from on the first day and return to on the last day of *your trip*.

dependent children means an unmarried natural, adopted, step or foster child, or legal ward of the *insured person* or his or her *spouse* who is, at the time *you* purchase *your trip*, at least 15 days old, dependent on the *insured person* 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.

doctor means someone who is not *you* or a *family member*, and who is licensed to prescribe drugs and administer medical *treatment* (within the scope of such license) at the location where the medical *treatment* is provided.

effective date means the date and time any portion of the *trip* costs are first charged to the *card* by the *cardholder* and before any cancellation penalties have been incurred.

emergency means any sudden and unforeseen event that begins during the *period of insurance* and makes it necessary to receive immediate *treatment* from a licensed *doctor* or to be hospitalized. An emergency ends when *our* medical advisors determine that *you* are medically able to return to *your departure point*.

family member means *your spouse* or *your travelling companion's spouse*, *your* or *your travelling companion's* mother, father, step-parent, in-law, daughter, son, step-child, sister, brother, step sibling, grandparent, grandchild, aunt, uncle, niece or nephew.

Global Excel means Global Excel Management Inc., the assistance and claims service provider under this certificate.

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

grounding due to safety means the complete and continuous withdrawal at or about the same time in the interest of safety, of one or more aircraft or cruise ship(s) from operation due to a mandatory order of Transport Canada, or other similar civil aviation or marine authority, because of an existing, alleged or suspected like defect, fault or condition affecting the safe operation of two or more such aircraft or cruise ships, whether such aircraft or cruise ships so withdrawn are owned or operated by the same or different persons, firms or corporations.

hospital means a licensed facility, which provides people with care and medical *treatment* needed because of an *emergency*. The facility must be staffed 24 hours a day by qualified and licensed *doctors* and nurses. A hospital does not include a spa or nursing home.

Insurer means Royal & Sun Alliance Insurance Company of Canada.

key employee means an employee whose continued presence is critical to the ongoing affairs of the *business* during *your* absence.

medical condition means an *accidental bodily injury* or sickness (or a condition related to that *accidental bodily injury* or sickness), including disease and complications of pregnancy occurring within the first 31 weeks of pregnancy.

minor ailment means any sickness or injury which does not require: the use of medication for a period of greater than 15 days; more than one follow-up visit to a physician, hospitalization, surgical intervention, or referral to a specialist; and which ends at least 30 days prior to the *effective date* of a *trip*. However, a chronic condition or any complication of a chronic condition is not considered a minor ailment.

period of insurance means the period of time between *your effective date* and *your return date*.

Policy means Master Policy **PSI037171999** issued to *CIBC*.

prescription drugs mean drugs and medicines that can only be issued upon the prescription of a *doctor* or dentist and are dispensed by a licensed pharmacist. Prescription drugs does not mean such drugs or medicine, when *you* need (or renew) them to continue to stabilize a condition which *you* had before *your trip*, or a chronic condition.

province means *your* Canadian province or territory of permanent residence.

rebooking fees mean the additional amounts charged to *you* to change *your* original ticket prior to *your departure date*, excluding any difference in fare between the original amount and the new amount, or the charges for a different booking class.

return date means the date on which *you* are scheduled to return to *your departure point*.

ridesharing services mean transportation network companies in the business of providing peer-to-peer ridesharing transportation services through digital networks or other electronic means for the general public.

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

stable means: (i) a condition in respect of which there has been no new symptoms, no *change in medication*, including prescribed medication (type or dosage of medication), or no change in *treatment*; and (ii) *you* are not pending results of tests, investigations, or consultations unless the results indicate no change in a previously identified condition. A lung condition will not be regarded as stable if *you* have been treated with home oxygen or taken oral steroids (for example, prednisone or a generic equivalent).

supplier of travel services means a travel agent, a tour operator, a travel wholesaler, an airline, a cruise line, a provider of ground transportation, a provider of travel accommodations who is legally authorized and licensed to sell travel services to the general public.

travelling companion means any person (up to a maximum of two people), other than a *spouse* or *dependent children*, who is sharing travel arrangements with the *insured person*.

treatment means a medical, therapeutic or diagnostic procedure prescribed, performed or recommended by a *doctor* including, but not limited to, consultation, prescribed medication, investigative testing, hospitalization or surgery.

trip means a period of travel outside *your province* for which:

- a) There is a *departure point* and a destination; and
- b) There are predetermined and recorded beginning and ending dates; and
- c) Any portion of the prepaid travel arrangements was charged to the *cardholder's card* prior to *your* departure. This definition is extended to include a *common carrier* ticket or *accommodations* obtained through the redemption of points from the *card* reward program.

we, our and **us** mean the *insurer*, or its authorized representatives or *Global Excel* as applicable.

you, your and **insured person** mean the *cardholder* whose name is embossed on the *card* and whose *card* is in *good standing*.

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 **PSI018005873** (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 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* 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*. The full cost, including applicable taxes, of the rental, must be charged to *your card*. *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 *you* are 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 *you* or at *your* 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) The *Insured person* 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 *you* or at *your* 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 *insured person'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 *insured person* or the *Insurer* can make a written demand for an appraisal. After the demand, the *insured person* 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 *insured person* must pay the appraiser he or she chooses. The *Insurer* will pay the appraiser it chooses. The *insured person* 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.

business means the entity that has entered into a *Business Credit Card Agreement*.

Business Credit Card Agreement means the *CIBC Business Credit Card Agreement (Business Liability)* that applies to and governs *your card*.

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 Aeroplan® Visa® Business Plus Card* issued in Canada by *CIBC*.

cardholder means an individual to whom a *card* has been issued at the request of the *business*, whose *card* is in *good standing*.

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 *Business Credit Card Agreement*.

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 *insured person* 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*.

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 *insured person* 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.

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** and **insured person** mean the *cardholder* whose name is embossed on the *card*, whose *card* is in *good standing* and 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. *You* 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.

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 *insured person's 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
<i>Loss of life</i>	\$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
<i>Loss of speech</i>	\$500,000
<i>Loss of hearing</i>	\$500,000
<i>Loss or loss of use of one arm or one leg</i>	\$375,000
<i>Loss or loss of use of one hand or one foot</i>	\$250,000
<i>Loss of sight of one eye</i>	\$250,000
<i>Loss or loss of use of thumb and index finger of the same hand</i>	\$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 *insured person*.
- **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 the *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.

business means the entity that has entered into a *Business Credit Card Agreement*.

Business Credit Card Agreement means the *CIBC Business Credit Card Agreement (Business Liability)* that applies to and governs *your card*.

card means a CIBC Aeroplan® Visa® Business *Plus Card* issued in Canada by *CIBC*.

cardholder means an individual to whom a *card* has been issued at the request of the *business*.

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.

full fare means at least 75% of the *common carrier ticket* price, including taxes, was charged to the *insured person's 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 *Business Credit Card 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 **PSIO33769023** issued to *CIBC*.

ticket means a form of documentation in which the *full fare* is pre-paid and charged to the *insured person'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** mean the *cardholder*, whose name is embossed on the *card* and whose *card* is in *good standing*.

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 **PSIO33759743** (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 *cardholder's 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 *insured person* for *reasonable living expenses* incurred during the period of flight delay/missed connection, up to a maximum of \$500 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 *insured person* for ground transportation expenses incurred during the period of flight delay/missed connection, up to a maximum of \$100 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 *insured person* for entertainment expenses incurred as the result of a flight delay/missed connection, up to a maximum of \$100 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 *insured person* for expenses incurred within four days of the occurrence of the checked baggage delay to replace *your essential items* during the baggage delay period, to a maximum of \$500, 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 *insured person* 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 a maximum of \$500.

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 *insured person*.
- **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 *insured person*.
- **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.

business means the entity that has entered into a *Business Credit Card Agreement*.

Business Credit Card Agreement means the *CIBC Business Credit Card Agreement (Business Liability)* that applies to and governs *your card*.

card means a CIBC Aeroplan® Visa® Business *Plus Card* issued in Canada by *CIBC*.

cardholder means an individual to whom a *card* has been issued at the request of the *business*.

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*.

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 *Business Credit Card 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*.

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** mean the *cardholder* whose name is embossed on the *card* and whose *card* is in *good standing*, 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 *your 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 business 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 *insured person* will be reimbursed the portion of the *insured item* that was charged on the *card*, at the discretion of the *Insurer*. Items the *insured person* gives as gifts for business purposes are covered under Purchase Security subject to compliance with the terms and conditions of the *Policy* and the *Business Credit Card Agreement*. The *insured person* 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: jewellery, 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.

2. EXTENDED PROTECTION

- a) **Coverage** - Extended Protection automatically, without registration, provides the *insured person* 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. Items the *insured person* gives as gifts for business purposes are covered under Extended Protection, subject to compliance with the terms and conditions of the *Policy* and the *Business Credit Card Agreement*.
- 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, 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.

- Limits of Liability.** Indemnification for loss under Purchase Security Insurance is limited to \$1,000 per *insured person* per loss (even if the loss involves more than one *insured item*) and is further subject to the terms, conditions and exclusions of the *Policy* and set forth in this Certificate. Indemnification for loss under Extended Protection Insurance is limited to a maximum of \$10,000 per *insured item* (up to a maximum of \$25,000 per *insured person* per policy year for all losses and for all items combined and is further subject to the terms, conditions and exclusions of the *Policy* and set forth in this Certificate. The *insured person* 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*.
- Benefits Limited to Incurred Expenses.** The total benefits paid to *you* from all sources cannot exceed the actual expenses which *you* have incurred.
- 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.

Losses for any unauthorized charges to the *card* by the *cardholder*; any items which are charged to the *card* without the approval of the *business* and/or which do not benefit the *business* directly or indirectly in whole or in part.

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 *insured person'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 *insured person* has homeowner's or tenant's insurance (primary insurance), the *insured person* 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 *insured person* may be required to provide a letter from the primary insurer indicating so, and/or a copy of their policy. In addition, the *insured person* 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 *insured person* must provide details to substantiate the loss, theft or damage, together with original copies, not photocopies, of the *insured person'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 *insured person* or the *business* has *other insurance*, and any other information reasonably necessary to determine the *insured person's* eligibility for benefits hereunder.
- If the item is lost, stolen or damaged, the *insured person* may be required to replace the item and provide original copies of both receipts. Prior to proceeding with any repair services the *insured person* must obtain approval for the repair services and of the repair facility from the *Insurer*. At the *Insurer's* sole discretion, the *insured person* may be required to send at the *insured person'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 the Insured Person Only.** This insurance is only for the benefit of the *insured person*. No other person or entity shall have any right, remedy or claim, legal or equitable, to the benefits. The *insured person* shall not assign these benefits without prior written approval of the *Insurer*. Permission is granted for the *insured person* 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 an *insured person* 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 *insured person* 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 *insured person* 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 thereat, the *insured person* 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:

business means the entity that has entered into a *Business Credit Card Agreement*.

Business Credit Card Agreement means the *CIBC Business Credit Card Agreement (Business Liability)* that applies to and governs *your card*.

business property means tangible, movable property, purchased with the *card* and used for *business* purposes only.

card means a CIBC Aeroplan® Visa® Business *Plus Card* issued in Canada by *CIBC*.

cardholder means an individual to whom a *card* has been issued at the request of the *business*.

CIBC means Canadian Imperial Bank of Commerce.

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

insured item means a new item (a pair or set being one item) of *business property*, for which at least a portion of the *purchase price* is charged to the *card*.

insured person means the *cardholder* whose name is embossed on the *card* and whose *card* is in *good standing*.

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 and must not exceed five (5) years in duration. 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* or the *business* for loss, theft or damage covered under the *Policy*.

Policy means Master Policy **PSI033759392** 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.

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

you and **your** mean the *insured person*.

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 or request a copy by calling 1 888 877-1710.

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