INsurANCE CERTIFICATE
CIBC Auo RENTAL COLLISION/LOSS DAMAGE INsurANCE

Royal & Sun Alliance Insurance Company of Canada (referred to in this certificate as the “Company”) provides the insurance for this certificate under Policy P510100857 (referred to in this certificate as the “Policy”). This certificate is 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 which alone constitutes the Agreement under which payments are made. This coverage may be canceled, changed or modified at the option of the card issuer at any time without notice. This certificate replaces any and all certificates previously issued to the Cardholder with respect to this Policy. This certificate of insurance outlines what CIBC Auto Rental Collision/Loss Damage Insurance is and is covered along with the conditions under which a payment will be made when You rent and operate a rental vehicle but do not accept the Collision Damage Waiver (CDW), Loss Damage Waiver (LDW) in the U.S., or your equivalent offered by a Rental Agency. It also provides instructions on how to make a claim. This certificate should be kept in a safe place and carried with You when You travel.

Check with your personal automobile insurer and the Rental Agency to ensure that You and all other drivers have adequate third party liability, personal injury and damage to property coverage. This Policy only covers theft, loss or damage to the rental vehicle as stipulated herein.

IMPORTANT – PLEASE READ THE ENTIRE CERTIFICATE CAREFULLY:
A Rental Agency has no obligation to explain CIBC Auto 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 Company. The Company will not accept liability for differences in classifications made by a Rental Agency.

PART I: TERMS OF COVERAGE

A. WHEN COVERAGE BEGINS

All coverage for eligible Cardholders will take effect at the time the Cardholder takes control of the rental vehicle.

B. WHEN COVERAGE ENDS

A Cardholder’s coverage will end at the earliest of the following:

1. The Rental Agency repossesses control of the rental vehicle;

2. The length of time You rent the same vehicle or vehicles exceeds 48 consecutive days, which includes instances where You are renewing 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 vehicle or another vehicle. A full calendar day between rentals must exist in order to break the 48 day rule by taking out a new vehicle. If the rental period exceeds 48 consecutive days, coverage will not be provided from the first day of rental onwards; i.e., coverage will not be provided for either the first 48 consecutive days or any subsequent days.

3. Your CIBC Eligible Visa Card is cancelled or card privileges are terminated;

4. This Policy is cancelled.

WARNING: Please note that Your responsibility for the Rental Agreement 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 Your responsibility to the fullest extent.

PART II: DESCRIPTION OF COVERAGE

Deductible: No deductible applies to this coverage.

CIBC Auto Rental Collision/Loss Damage Insurance is primary insurance, except for losses that may be waived or assumed by the Rental Agency or its insurers, and in such circumstances where local government insurance legislation states otherwise. This coverage is available on a 24-hour basis unless precluded by the laws in the jurisdiction in which it was formed (other than under Exclusions, Part II (d) (ii) or (iv)).

This coverage applies only to the Insured’s personal and business use of the rental vehicle. There is no additional charge for the CIBC Auto Rental Collision/Loss Damage Insurance and the coverage compensates You or a Rental Agency for theft, loss and damage, up to the Actual Cash Value of the rental vehicle and valid Rental Agency Loss or Value-Charges when the conditions described below are met. The following conditions apply for coverage to be in effect:

1. You must initiate and complete the entire rental transaction with the same CIBC Eligible Visa Card(s).

2. The cost, including taxes, of the rental must be charged to Your CIBC Eligible Visa Card(s). Rental vehicles which are part of prepaid travel packages are also covered if the rental vehicle was entirely paid for with Your CIBC Eligible Visa Card.

3. You are covered if You receive a “free rental” as a result of a promotion, where You have had to make provisions for off-road usage. Any discount allowed will be applied to the cost, including taxes, of the rental vehicle. This coverage is for any off-road vehicles rented in Canada or the U.S.

4. You are covered if the Cardholder uses a CIBC Eligible Visa Card and has no obligation to explain the Cardholder’s responsibility for the Rental Agreement. You are not covered if You decline the coverage offered by the Rental Agency on the rental contract. If there is no space on the vehicle rental contract 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.”

5. The length of time You rent the same vehicle or vehicles must exceed 48 consecutive days, which includes instances where You are renting one vehicle immediately after the other. If the rental period exceeds 48 consecutive days, coverage will not be provided from the first day of rental onwards.

6. When a Cardholder does not have the option available to decline the Rental Agency’s CDW, LDW (in the U.S.) or similar provision, the Company will pay for covered theft, loss and damage up to the Actual Cash Value of the rental vehicle and valid Rental Agency Loss or Value-Charges when the conditions described below are met. The following conditions apply for coverage to be in effect:

1. You must initiate and complete the entire rental transaction with the same CIBC Eligible Visa Card(s).

2. The cost, including taxes, of the rental must be charged to Your CIBC Eligible Visa Card(s). Rental vehicles which are part of prepaid travel packages are also covered if the rental vehicle was entirely paid for with Your CIBC Eligible Visa Card.

3. You are covered if You receive a “free rental” as a result of a promotion, where You have had to make provisions for off-road usage. This coverage is for any off-road vehicles rented in Canada or the U.S.

4. You are covered if the Cardholder uses a CIBC Eligible Visa Card and has no obligation to explain the Cardholder’s responsibility for the Rental Agreement.

5. Only You can rent the vehicle and decline the Rental Agency’s CDW, LDW (in the U.S.) or an equivalent coverage offering. Anyone other than the Cardholder doing so, will void coverage.

6. You are covered for any car, sport utility vehicle, and Mini-Vans, in its model year, with a Manufacturer’s Suggested Retail Price (MSRP) under sixty-five thousand dollars ($65,000) Canadian, excluding all taxes, at the place the rental agreement is signed or where the rental vehicle is picked up, is covered under CIBC Auto Rental Collision/Loss Damage Insurance program with the exception of those listed and described in the exclusion section titled “The following vehicles are excluded from coverage under this Policy.”

7. You are covered when only one rental vehicle is rented at a time, i.e., if during the same period there is more than one vehicle rented by the Cardholder, only the first rental vehicle will be eligible for these benefits.

8. You must decline the Rental Agency’s CDW, LDW (in the U.S.) or similar coverage offered by the Rental Agency on the rental contract. If there is no space on the vehicle rental contract 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.”

9. You are covered when only one rental vehicle is rented at a time, i.e., if during the same period there is more than one vehicle rented by the Cardholder, only the first rental vehicle will be eligible for these benefits.

10. The length of time You rent the same vehicle or vehicles must exceed 48 consecutive days, which includes instances where You are renting one vehicle immediately after the other. If the rental period exceeds 48 consecutive days, coverage will not be provided from the first day of rental onwards.

When a Cardholder does not have the option available to decline the Rental Agency’s CDW, LDW (in the U.S.) or similar provision, the Company will pay for covered theft, loss and damage up to the Actual Cash Value of the rental vehicle and valid Rental Agency Loss or Value-Charges when the conditions described below are met. The following conditions apply for coverage to be in effect:

1. You must initiate and complete the entire rental transaction with the same CIBC Eligible Visa Card(s).

2. The cost, including taxes, of the rental must be charged to Your CIBC Eligible Visa Card(s). Rental vehicles which are part of prepaid travel packages are also covered if the rental vehicle was entirely paid for with Your CIBC Eligible Visa Card.

3. You are covered if You receive a “free rental” as a result of a promotion, where You have had to make provisions for off-road usage. This coverage is for any off-road vehicles rented in Canada or the U.S.

4. You are covered if the Cardholder uses a CIBC Eligible Visa Card and has no obligation to explain the Cardholder’s responsibility for the Rental Agreement.

5. Only You can rent the vehicle and decline the Rental Agency’s CDW, LDW (in the U.S.) or an equivalent coverage offering. Anyone other than the Cardholder doing so, will void coverage.

6. You are covered for any car, sport utility vehicle, and Mini-Vans, in its model year, with a Manufacturer’s Suggested Retail Price (MSRP) under sixty-five thousand dollars ($65,000) Canadian, excluding all taxes, at the place the rental agreement is signed or where the rental vehicle is picked up, is covered under CIBC Auto Rental Collision/Loss Damage Insurance program with the exception of those listed and described in the exclusion section titled “The following vehicles are excluded from coverage under this Policy.”

7. You are covered when only one rental vehicle is rented at a time, i.e., if during the same period there is more than one vehicle rented by the Cardholder, only the first rental vehicle will be eligible for these benefits.

8. You must decline the Rental Agency’s CDW, LDW (in the U.S.) or similar coverage offered by the Rental Agency on the rental contract. If there is no space on the vehicle rental contract 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.”

9. The length of time You rent the same vehicle or vehicles must exceed 48 consecutive days, which includes instances where You are renting one vehicle immediately after the other. If the rental period exceeds 48 consecutive days, coverage will not be provided from the first day of rental onwards.

When a Cardholder does not have the option available to decline the Rental Agency’s CDW, LDW (in the U.S.) or similar provision, the Company will pay for covered theft, loss and damage up to the Actual Cash Value of the rental vehicle and valid Rental Agency Loss or Value-Charges when the conditions described below are met. The following conditions apply for coverage to be in effect:

1. You must initiate and complete the entire rental transaction with the same CIBC Eligible Visa Card(s).

2. The cost, including taxes, of the rental must be charged to Your CIBC Eligible Visa Card(s). Rental vehicles which are part of prepaid travel packages are also covered if the rental vehicle was entirely paid for with Your CIBC Eligible Visa Card.

3. You are covered if You receive a “free rental” as a result of a promotion, where You have had to make provisions for off-road usage. This coverage is for any off-road vehicles rented in Canada or the U.S.
6. Normal wear and tear, gradual deterioration, or mechanical or electrical breakdown or failure, inherent vice or damage, insects or vermin;
7. The operation of the rental vehicle in violation of the terms of the rental agreement except:
   (a) Insured Persons as defined may operate the rental vehicle;
   (b) The rental vehicle may be driven by another:
      (i) The rental vehicle may be driven by a person who is 25 years of age or older who has a valid driver's license issued by a government or public authority and has held a valid license for at least 3 years; or
      (ii) The rental vehicle may be driven by a person who is 21 years of age or older who has a valid driver's license issued by a government or public authority and has held a valid license for at least 5 years; or
   (c) Where the rental vehicle 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 will not be in force and, as such, you must ensure that you are adequately insured privately for third party liability.
8. Suicide or destruction under a quarantine or customs regulations or confiscation by or 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.
9. The transportation of contraband or illegal trade;
10. War, hostile or warlike action, insurrection, rebellion, revolution, civil war, uninsured property, or action taken by government or public authority in Vindictive, combating or defending against such action;
11. The transportation of property or passengers for hire;
12. Intentional damage to the rental vehicle by an Insured Person or at their direction;
13. The loss, damage or misplacement of vehicle entry devices including keys and remote control devices or any related consequential loss, damage or expense.
The following vehicles are excluded from coverage under this Policy:
1. Any vehicle, in its model year, with a Manufacturer's Suggested Retail Price (MSRP) over sixty-five thousand dollars ($65,000) Canadian, excluding all taxes, at the place the rental agreement is signed or where the rental vehicle is picked up.
2. Vans, cargo vans, or mini cargo vans (other than Mini-Vans);
3. Trucks, pick-up trucks or any vehicle that can be spontaneously reconfigured into a pick-up truck;
4. Limousines;
5. Off-Road Vehicles;
6. Motorcycles, mopeds or motor bikes;
7. Trailers, campers, recreational vehicles or vehicles not licensed for road use;
8. Vehicles towing or propelling trailers or any other object;
9. Mini-buses or buses;
10. Exotic vehicles, meaning vehicles such as but not limited to, Aston Martin, Bentley, Excalibur, Ferrari, Lamborghini, Lotus, Maserati, Porsche, Rolls Royce, Hummer, Lincoln Navigator, Ford SportTrac;
11. Any vehicle which is either wholly or in part hand made, hand finished or has a limited production of under 2,500 vehicles per year;
12. Antiques, vehicles, meaning a vehicle over twenty (20) years old or which has not been manufactured for ten (10) years or more;
13. Tax-Free Cars.
PART IV: IN THE EVENT OF AN ACCIDENT/THEFT
All claims must be reported within 48 hours of the theft, loss and damage occurring by calling 1-866-363-3338 (in Canada or the United States) or by calling collect 905-403-3338 (elsewhere in the world).
Check the rental vehicle carefully for scratches or dents before and after you rent the vehicle. 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 your records.
If the vehicle has sustained damage of any kind during your rental, immediately phone one of the numbers provided and do not sign a blank sales draft to cover the damage and loss of Use Charge or pay for the damage with an estimated cost of repair and Loss of Use charges.
It is important to note that you will remain responsible for the theft, loss and damage and that you may be contacted in the future to answer inquiries during the claim process.
If you are making a claim, Your claim must be submitted with as much documentation as possible, as requested below, within 45 days of discovering the theft, loss and damage. You will need to provide all documentation within 90 days of the date of theft, loss and damage to the claims administrator at the address provided below.
Received documentation may be faxed to 1-866-228-8108 (in Canada or the United States) or collect to 905-403-2390 (elsewhere in the world). Original documentation may also be required in some instances.
The following claim documentation is required:
• Your CIBC Visa statement(s) if requested;
• Your CIBC Visa sales draft showing that the rental was paid in full with the CIBC Eligible Visa Card, or the CIBC Visa sales draft showing the balance of charges for the rental if it a points program was used to pay for part of the rental;
• 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, if available;
• A copy of Your billing or pre-billing statement if any repair charges were billed to Your account.
Forward this documentation to:
Royal & Sun Alliance Insurance Company of Canada
CIBC Auto Rental Collision/Loss Damage Insurance
Claims Management Services
2225 Erin Mills Parkway, Suite 1000
Mississauga, Ontario L5K 2S9

If you report theft, loss or damage, a claim file will be opened and will remain open for six (6) months from the date of the theft, loss or damage;
Under normal circumstances, the claim will be paid within 15 business days after all necessary documentation has been received by the claims administrator.
If the claim cannot be assessed on the basis of the information that has been provided, it will be closed. Payment will only be made on a claim or any part of a claim that is completely substantiated as required by the claims administrator within six (6) months of the date of theft, loss and damage.
After the Company has paid Your claim, Your rights and recoveries will be transferred to the Company to the extent of the Company’s paying for the theft, loss and damage insured when the rental vehicle was Your responsibility. This means the Company will then be entitled, at its own expense, to sue in Your name. If the Company chooses to sue another party in Your name, You must give the Company all the assistance the Company may reasonably require to secure its rights and remedies. This may include providing Your signature on all necessary documents that enable the Company to sue in Your name.
You should use due diligence and do all things necessary to avoid or reduce any thrust, loss and damage to property protected by this CIBC Auto Rental Collision/Loss Damage Insurance.
This insurance is not intended to be false or fraudulent in any respect, You will not be entitled to the benefits of this protection, nor to the payment of any claim made under this Policy.

YOUR PRIVACY ON THIS INSURANCE
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, we invite you to review our Privacy Policy online at www.magnaqp.ca or request a copy by calling 1-866-877-1710.

Royal & Sun Alliance Insurance Company of Canada
CIBC Auto Rental Collision/Loss Damage Insurance
2225 Erin Mills Parkway, Suite 1000
Mississauga, Ontario L5K 2S9

For any claim, You must report it to the Company as soon as possible, and in any event, within 45 days of discovering the theft, loss or damage. If the theft, loss or damage is not reported within 45 days, You must reasonably ensure that the Company is notified within 90 days of discovering the theft, loss or damage.

If after reporting the theft, loss or damage, your vehicle is unable to be driven safely, You may reasonably require to secure its rights and remedies. This may include providing Your signature on all necessary documents that enable the Company to sue in Your name.

In order to claim on Your CIBC Auto Rental Collision/Loss Damage Insurance, You must provide all information, as requested below, within 45 days of discovering the theft, loss or damage.

You may reasonably require to secure its rights and remedies. This may include providing Your signature on all necessary documents that enable the Company to sue in Your name.

Your personal information will be collected, used and disclosed personal information for the purposes identified in our Privacy Policy. To obtain more information, we invite you to review our Privacy Policy online at www.magnaqp.ca or request a copy by calling 1-866-877-1710.

Your CIBC Visa statement(s) if requested;
Your CIBC Visa sales draft showing that the rental was paid in full with the CIBC Eligible Visa Card, or the CIBC Visa sales draft showing the balance of charges for the rental if it a points program was used to pay for part of the rental;
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, if available;
A copy of Your billing or pre-billing statement if any repair charges were billed to Your account.

Your CIBC Visa statement(s) if requested;
Your CIBC Visa sales draft showing that the rental was paid in full with the CIBC Eligible Visa Card, or the CIBC Visa sales draft showing the balance of charges for the rental if it a points program was used to pay for part of the rental;
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