

SUMMARY OF INSURANCE PRODUCT

Laurentian Bank Visa* card

Group insurance contract 9001-1

Hospital, medical and paramedical care and services insurance, trip cancellation insurance, baggage delay insurance and public transportation vehicle accident insurance

Insurers



Industrial Alliance Insurance and Financial Services Inc.
1080 Grande Allée Street West, Québec, Quebec G1S 1C7
Phone: 1-418-684-5000, Fax: 1-418-684-5185

Client number of the insurer with the Autorité des marchés financiers: 2000447410

CANASSURANCE

INSURANCE COMPANY

Canassurance Insurance Company
1981 McGill College Avenue, Suite 105
Montréal, Quebec H3A 0H6
Phone: 1-877-287-8334, Fax: 1-866-286-8358

Client number of the insurer with the Autorité des marchés financiers: 2001003423

For Quebec residents only:

Website of the Autorité des marchés financiers: lautorite.qc.ca

Credit card issuer and insurance distributor



Laurentian Bank of Canada
1360 René-Lévesque Boulevard West, Suite 600
Montréal, Quebec H3G 0E5
Phone: 1-800-252-1846

What is the purpose of this document?

It is provided to help you decide if this insurance meets your needs and if you would like to procure it.
It does not constitute an insurance contract.

Coverage offered If you travel out of province

Hospital, medical and paramedical care:

We cover the cost of your medical care or repatriation, if you have an accident or become sick during your trip.

Baggage delay:

We reimburse the cost of certain essential items if your baggage is delayed by more than 12 hours.

Public transportation vehicle accident:

We pay a benefit amount in case of the loss of life or an injury which occurred while using a public transportation vehicle during your trip.

Trip cancellation:

We reimburse certain costs if you need to cancel or interrupt your trip, if your departure, your return or correspondence is delayed.

Other conditions and exclusions may apply

<ul style="list-style-type: none"> They are <u>summarized in this document</u>. 	<ul style="list-style-type: none"> They are <u>described in full in the certificate of insurance that will be given to you if you enrol in this insurance</u>. 	<ul style="list-style-type: none"> You may consult the <u>certificate of insurance specimen</u> under the Guides and Brochures of Group Insurance section at: https://com.ia1.co/share/bl/Certificate9001-1.pdf.
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Assistance service and pre-approval of certain fees

<ul style="list-style-type: none"> To reach the Assistance Service before, during or after your trip. To submit an expense for which pre-approval is required. To submit a claim. 	ASSISTANCE SERVICE	
	Location	Number
	Canada and the USA	1-877-287-8334 , toll-free
	Elsewhere in the world	1-514-286-8301 , collect call to Canada (Montréal)

Summary of the main conditions

Coverage offered

Protection	Hospital, medical and paramedical care and services	Trip Cancellation	Baggage Delay	Accident in a public transportation vehicle
Laurentian Bank Visa credit card				
Infinite	✓	✓	✓	✓
Explore	✓	✓	✓	✓
Business Performance	✓	✓	✓	✓
Business				✓

Hospital, Medical and Paramedical Care and Services Benefit

- Maximum amount: \$5,000,000 per person (in Canadian currency).
- Maximum duration of the trip:
 - 31 days: for a person aged 65 and under;
 - 15 days: for a person between 66 and 75 years of age.
- You must call the Assistance Service to obtain a pre-approval of the fees or, if you are unable to do so, notify them as soon as possible.
- The care must be deemed urgent and necessary to stabilize your condition.

Baggage Delay Benefit

- Maximum amount (in Canadian currency):
 - For a delay between 12 and 72 hours: \$200 per person (\$1,000 for all insured persons);
 - For a delay longer than 72 hours: \$500 per person (\$2,500 for all insured persons).
- Costs covered:
 - Essential items such as toiletries, underwear and every day clothing.
 - The items must be purchased within four days of arrival at the destination but before the delivery of your baggage.
- You must have paid your plane ticket with you credit card.

Public Transportation Vehicle Accident Benefit

- Benefit payable in case of loss of life: \$500,000 (in Canadian currency).
- Other covered injuries:
 - Loss of use of a leg or a foot, an arm or a hand, one eye or both eyes, speech, hearing in one or both ears;
 - Benefit payable: from \$83,333 to \$500,000, depending of the nature of the injury (in Canadian currency).
- The accident must occur while you are a paying passenger in a public transportation vehicle.
- You must have paid your ticket with you credit card.

Trip Cancellation Benefit

- Maximum amount (in Canadian currency):
 - Cancellation prior to departure: \$2,000 per trip;
 - In case of bankruptcy of your travel agency: \$2,000 per trip;
 - Delayed departure or missed connection: \$2,000 per trip;
 - Early or delayed return: \$5,000 per trip.
- Expenses covered:
 - The non-refundable portion of the unused travel arrangement costs prepaid with your credit card as well as some additional costs.
 - Economy class airfare ticket, in case of delayed departure, missed connection or early or delayed return.
- Insured risks:
 - In case of an illness, accident, or death of the insured person;
 - Illness, accident or death of your travel companion, of a member of your family, of a key employee of your company or of the host at the destination;
 - A disaster causes significant damage to your principal residence or to your business place;
 - You must act as a jury or a witness;
 - You employer requires you to relocate in the short term;
 - Your plane is hijacked, or all passengers are put in quarantine;
 - Your travel service supplier defaults or becomes insolvent;
 - The Government or Canada advises against traveling in your country of destination after the purchase of your plane ticket or package trip.
- You must cancel your trip on the day the incident occurs.
- You must have purchased your plane or public transportation ticket, your lodging reservations, your all-inclusive trip or short-term car rental with your credit card.

For all benefits

Who is eligible for this insurance?

- The cardholder, his spouse and his dependent children traveling with him
- If they are full-time residents of Canada and are covered under the applicable provincial health plan of their province of residence.

How much does it cost?

- No additional fee will be charged for these benefits.

To submit a claim

- **You** must contact the **Assistance Service** and provide them with the required documents within **90 days** of the event.
- **We** will then render our decision within **30 business days**.

In case of dispute...

- We are here to help, do not hesitate to contact us for support.
- If your claim is denied, you will have **1 year** to contest it in writing.
- If you wish to review the complaint policy or file a complaint you may do so by visiting: <https://ia.ca/corporate/complaint/file-complaint>.

If you change your mind

- These protections may be cancelled at any time by contacting the Laurentian Bank of Canada.

What is not covered

Hospital, Medical and Paramedical Care and Services Benefit

- Care and expenses payable by a government or another insurance, or that would not be covered in your province of residence;
- Optional or non-urgent care, or follow-up visits for a stable condition;
- A prescription that is identical to another prescription received prior to departure;
- If you refuse a treatment, a prescription or your repatriation;
- The availability and quality of care may vary depending on where you travel.

Baggage Delay Benefit

- Delay or loss occurring during the return flight to your province of residence;
- Cost of purchase for dentures, hearing aids or contact lenses;
- Cost of purchase for equipment and clothing for the practice of a sport;
- Items for which you may request compensation from the airline;
- If your baggage were not checked in or if the connection time between the two flights was shorter than the minimum period prescribed by the airline carrier's rules.

What could limit or cancel your benefits, for all benefits

Some circumstances

- Your credit card account is no longer in good standing;
- You fail to contact the Assistance Service as soon as possible;
- You are traveling in your province of residence;
- You are traveling in a country that the Government of Canada advised against visiting;
- You are already covered by another insurance;
- Your travel agency or your carrier reimburses or compensates you in total or in part;
- You are participating in a criminal act, a riot, an insurrection or a war;
- Some business trips;
- You are traveling as a driver, pilot, crewmember or non-paying passenger in a commercial vehicle.

Some medical conditions and some behaviours

- **Pre-existing condition** (if during the 90 days prior you were treated by, or have consulted, a physician, took any prescribed drugs or had a change in medical dosage);
- **Participation in hazardous sports**, for example mountaineering, bungee jumping, parachuting, a motor vehicle race **or participation as a professional** in athletic or underwater activities;
- If the purpose of your travel is to receiving medical care;
- Abusive consumption of alcohol, narcotics or medication;
- Suicide or other self-inflicted injury;
- **Pregnancy**, if the trip takes place within 60 days of the date of expected delivery;
- Mental, nervous, psychological or psychiatric disorders.

False statement

- Any false statement or reluctance on your part may result in the cancellation of this insurance or in your claim being denied.

You can't find the answer to your question?

Customer Service: 1-877-287-8334

The purpose of this fact sheet is to inform you of your rights.
It does not relieve the insurer or the distributor of their obligations to you.

LET'S TALK INSURANCE!

Name of distributor: Laurentian Bank of Canada

Name of insurer: Industrial Alliance Insurance and Financial Services Inc. & Canassurance Insurance Company

Name of insurance product: Hospital, medical and paramedical care and services insurance, trip cancellation insurance, baggage delay insurance & public transportation vehicle accident insurance



IT'S YOUR CHOICE

You are never required to purchase insurance:

- that is offered by your distributor;
- from a person who is assigned to you; or
- to obtain a better interest rate or any other benefit.

Even if you are required to be insured, **you do not have to** purchase the insurance that is being offered. **You can choose** your insurance product and your insurer.



HOW TO CHOOSE

To choose the insurance product that's right for you, we recommend that you read the summary that describes the insurance product and that must be provided to you.



DISTRIBUTOR REMUNERATION

A portion of the amount you pay for the insurance will be paid to the distributor as remuneration. The distributor **must** tell you when the remuneration exceeds 30% of that amount.



RIGHT TO CANCEL

The Act allows you to rescind an insurance contract, **at no cost**, within 10 days after the purchase of your insurance. However, the insurer may grant you a longer period of time. After that time, fees may apply if you cancel the insurance. **Ask** your distributor about the period of time granted to cancel it **at no cost**.

If the cost of the insurance is added to the financing amount and you cancel the insurance, your monthly financing payments might not change. Instead, the refund could be used **to shorten the financing period**. **Ask your distributor for details**.

The *Autorité des marchés financiers* can provide you with unbiased, objective information.
Visit www.lautorite.qc.ca or call the AMF at 1-877-525-0337.

Reserved for use by the insurer:

SUMMARY OF INSURANCE PRODUCT

Coverage related to Your Laurentian Bank Visa* credit card

Policy Number: 9908-8604

Auto Rental Collision / Loss Damage Insurance

Insurer  Chubb Insurance Company of Canada 199 Bay Street, Suite 2500 P.O. Box 139, Commerce Court Postal Station Toronto, Ontario M5L 1E2 Toll Free: 1-800-268-9344 Local: 416-359-3222 Insurer Client No.: 2000461714	Credit card issuer and insurance distributor  Laurentian Bank of Canada 1360 René-Lévesque Boulevard West, Suite 600 Montréal, Quebec H3G 0E5 1-800-252-1846
Claims Administrator and Customer Service Crawford and Company (Canada) Inc. National Claims Management Centre 100 Milverton Drive, Suite 300 Mississauga, Ontario L5R 4H1 International Toll Free: 1-877-757-7971 Local: 416-649-6444 Fax: 905-602-0185 Email: visanac@crawco.ca	Autorité des marchés financiers Place de la Cité, Tour Cominar 2640, Laurier Boulevard, 4e Floor Québec, QC G1V 5C1 Québec City: 418-525-0337 Montréal: 514-395-0337 Toll Free: 1-877-525-0337 Fax: 418-525-9512 Website: www.lautorite.qc.ca

What is the purpose of this document?

This document has been provided to help You decide if this insurance meets Your needs and if You would like to obtain it. It is not an insurance policy.

The insurance is subject to the terms and conditions of the Master Policy. Certain limitations, exclusions and restrictions apply. Please read the certificate of insurance:

https://www.chubb.com/content/dam/chubb-sites/chubb-com/ca-en/business-insurance/distribution-guides/documents/pdf/Laurentian_Bank_Visa_Business_Card.pdf

An Insured Person may request a copy of the Policy, subject to certain access restrictions. Please contact the Insurer to get a copy of the Policy.

Warning: Words or phrases capitalized in this Summary are defined in the Certificate of Insurance. You should be familiar with these definitions. Refer to the Definitions Section in the Certificate of Insurance to see how the definitions apply to You.

Coverage

Refer to Certificate of Insurance (Section A. Visa Collision/Loss Damage Insurance at a Glance)

The insurance reimburses the amount owed to the Cardholder or to the Rental Agency in the event of theft or damage to a rental car	Conditions
<ul style="list-style-type: none">• If the rental car is damaged or stolen;• Compensation is also paid to the Rental Agency when a vehicle is unavailable for rental while being repaired for damage incurred during the rental period;• Covers cars, sport utility vehicles and mini-vans;	<ul style="list-style-type: none">• The vehicle rental must be paid for in full with the Laurentian Bank Visa card (usage and mileage costs);• The Cardholder must decline any similar coverage offered by the Rental Agency;• The driver must have a valid driver's licence;

<ul style="list-style-type: none"> Covers up to the actual cash value of the damaged or stolen vehicle; Covers costs related to the Loss of Use of the vehicle; Is a primary insurance except for losses that may be waived or assumed by the Rental Agency or its insurer or as otherwise required by local law. 	<ul style="list-style-type: none"> Covers only one rental vehicle at a time; Covers a maximum of 48 consecutive days; If the period goes beyond 48 days, coverage will not be provided, regardless of the duration.
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Other conditions and exclusions may apply

The conditions and exclusions are summarized in this summary, but they are described in detail in the certificate of insurance which You will receive if You sign up the Laurentian Bank Visa* Business Card which includes this insurance.

Summary of key conditions

<p>Who is eligible?</p> <p>Refer to Certificate of Insurance (Section C. Who is Eligible for Coverage)</p> <ul style="list-style-type: none"> You must be a Laurentian Bank Visa Business Cardholder whose account is no more than 90 days past due; You must sign the rental contract and decline the Rental Agency's Collision Damage Waiver; Any other person driving the vehicle with Your authorization. 	<p>How much does it cost?</p> <ul style="list-style-type: none"> The insurance comes with the Laurentian Bank Visa Business Card. No separate fees will be charged for insurance.
<p>When does coverage start?</p> <p>Coverage begins at the time You take possession of the rental vehicle provided that the total rental costs and fees are charged to Your Laurentian Bank Visa* Business Card.</p>	<p>When does coverage end?</p> <p>Coverage terminates upon the occurrence of any of the following events:</p> <ol style="list-style-type: none"> the Rental Agency reassumes control over the rental vehicle; the period of time You rent a rental vehicle exceeds 48 consecutive days); Your Laurentian Bank Visa* Business Card is canceled; or the Policy is terminated.
<p>If You change Your mind</p> <ul style="list-style-type: none"> Coverage can be cancelled by cancelling Your Laurentian Bank Visa* Business Card without penalty at any time. The insurance is non-refundable, as there is no insurance premium nor additional fee. To cancel Your insurance coverage, You or Your employer must send notice of cancellation of the card to the Distributor that provided You with Your card. 	<p>In the event of a dispute, etc.</p> <ul style="list-style-type: none"> We're here to serve You: please contact us for support. If Your claim is denied, You will have 31 days from the date of the denial to appeal the decision by submitting a written request to the insurer. The insurer will send You a response within 30 days of receipt of Your request to review. You may also contact the Autorité des marchés financiers or Your own lawyer. <p>You can learn about our complaints policy or submit a complaint at: https://www.chubb.com/ca-en/complaint-resolution-process.html.</p>

To make a claim

Refer to Certificate of Insurance (In the Event of an Accident/Theft)

<ul style="list-style-type: none"> • You must call the insurer within 48 hours of the incident; • You must agree with the Rental Agency which one of You will make the request; • We will provide You with a claim form; • Your claim must be submitted with as much documentation as possible within 45 days of discovering the loss / damage • You must provide the insurer with all documents for Your claim within 90 days of the incident; • We normally respond within 15 days. 	HELPLINE	
	If You are making the claim	
	International Toll-Free	1-877-757-7971
	Local	416-649-6444
	If the Rental Agency is making the claim – fax	
	Fax	905-602-0185

What is not covered

Certain vehicles are not covered

For a detailed list of all vehicles not covered, refer to Certificate of Insurance (Section G. Types of Vehicles Covered)

- Vans, cargo vans or mini cargo vans;
- Trucks and pick-up trucks;
- Limousines;
- Off-road vehicles;
- Motorcycles, mopeds or motor bikes;
- Trailers, campers, recreational vehicles or vehicles not licensed for use on public roads;
- Vehicles used to push or pull trailers or any other object;
- Mini-buses or buses;
- Any vehicle with a Manufacturer's Suggested Retail Price, excluding taxes, of more than \$65,000 Canadian at the time of the loss
- Vehicles that are considered exotic or rare, limited edition vehicles, antique vehicles
- Tax-Free Cars.

Certain circumstances are not covered

For a detailed list of all exclusions, refer to Certificate of Insurance (Section B. Collision/Loss Damage Covers)

- Use of a replacement vehicle for which automobile insurance is covering all or part of the cost;
- Third party liability;
- Personal injury or property damage;
- Driving while intoxicated or under the influence of any narcotic;
- Committing a dishonest, fraudulent or criminal act;
- Wear and tear, gradual deterioration, mechanical or electrical breakdown or failure, inherent vice or damage, insects or vermin;
- Operation of the rental vehicle in violation of the terms of the rental agreement except as outlined in the certificate of insurance;
- Seizure or destruction under a quarantine or customs regulations or confiscated by order of any government or public authority;
- Transport of illegal goods or transport of goods or passengers for compensation;
- War, hostile or warlike action, insurrection, rebellion, revolution, civil war, usurpation;
- Nuclear reaction, nuclear radiation or radioactive contamination;
- Intentional damage;
- Rental of more than one vehicle at a time;
- A Cyber Incident.

What is not covered

False statements

Misrepresentation or concealment by You may result in cancellation of insurance or denial of a claim.

Privacy

You may refer to the insurer's privacy policy to understand how the insurer collects and uses Your personal information. You may request review Your personal information in Your file or request a correction by writing to:

The Privacy Officer
Chubb Insurance Company of Canada
199 Bay Street, Suite 2500
P.O. Box 139, Commerce Court West Postal Station
Toronto, ON M5L 1E2

For more information on privacy at the insurer, visit: <https://www.chubb.com/ca-en/privacy-policy.html>

You don't see an answer to Your question?

Insurer Customer Service: 1-877-757-7971

Distributor Customer Service: 1-800-252-1846

This insurance product is underwritten by Chubb Insurance Company of Canada.

*Visa Int./used under license.

The purpose of this fact sheet is to inform you of your rights.
It does not relieve the insurer or the distributor of their obligations to you.

LET'S TALK INSURANCE!

Name of distributor: Laurentian Bank of Canada

Name of insurer: Chubb Insurance Company of Canada

Name of insurance product: Auto Rental Collision / Loss Damage Insurance



IT'S YOUR CHOICE

You are never required to purchase insurance:

- that is offered by your distributor;
- from a person who is assigned to you; or
- to obtain a better interest rate or any other benefit.

Even if you are required to be insured, **you do not have to** purchase the insurance that is being offered. **You can choose** your insurance product and your insurer.



HOW TO CHOOSE

To choose the insurance product that's right for you, we recommend that you read the summary that describes the insurance product and that must be provided to you.



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Visit www.lautorite.qc.ca or call the AMF at 1-877-525-0337.

Reserved for use by the insurer:



Notice of Changes to the Laurentian Bank Visa* Insurance Program

Please note that since September 17, 2021 changes have been made to the “**car rental collision/loss damage insurance**” included with your Laurentian Bank Visa Card.

Important: Please read this notice carefully and retain a copy for your records.

The Laurentian Bank of Canada (the “**Bank**”) hereby informs you that changes have been made to the “**car rental collision/loss damage insurance**” included with your Laurentian Bank Visa* card. Since September 17, 2021, Royal & Sun Alliance Insurance Company of Canada has ceased to offer this insurance. The “**car rental collision/loss damage insurance**” is now provided by Chubb Insurance Company of Canada under the policy number 9908-8604.

The purpose of this notice is to inform you that the **certificate of insurance bearing policy number VC200101**, which is part of the Laurentian Bank Visa Insurance Program documentation sent with your Visa credit card, **is no longer valid since September 17, 2021**, and must be considered removed from the Laurentian Bank Visa Insurance Program documentation from that date.

You will receive the new certificate of insurance shortly by post in a separate mailing. The new certificate of insurance is also available online at www.banquelaurentienne.ca/certificatinsurance and you will be able to print or save the document.

Rest assured that there will be no interruption of coverage during the transition. Any claim with **an event date prior to September 17, 2021, is covered** by Royal & Sun Alliance Insurance Company of Canada as long as it complies with the terms and conditions of the policy and is filed within the prescribed period and provided for in the insurance policy. Any claim **with an event date on or after September 17, 2021, is covered** by Chubb Insurance Company of Canada.

If you have any questions regarding your certificate for “**car rental collision/loss damage insurance**” and your coverage, please contact your account manager or branch manager, call us at **514-687-3747** or **1-877-522-9936 (toll-free)**, or visit our website at **laurentianbank.ca**.

The Laurentian Bank Visa Team

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