

# SUMMARY OF INSURANCE PRODUCT

## Coverage related to Your Laurentian Bank Visa\* credit card

Policy Number: 9908-8604

Auto Rental Collision / Loss Damage Insurance

<b>Insurer</b>  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	<b>Credit card issuer and insurance distributor</b>  Laurentian Bank of Canada 1360 René-Lévesque Boulevard West, Suite 600 Montréal, Quebec H3G 0E5 1-800-252-1846
<b>Claims Administrator and Customer Service</b> 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	<b>Autorité des marchés financiers</b> 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\\_Infinite\\_Card.pdf](https://www.chubb.com/content/dam/chubb-sites/chubb-com/ca-en/business-insurance/distribution-guides/documents/pdf/Laurentian_Bank_Visa_Infinite_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)

<b>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</b>	<b>Conditions</b>
<ul style="list-style-type: none"><li>• If the rental car is damaged or stolen;</li><li>• 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;</li><li>• Covers cars, sport utility vehicles and mini-vans;</li></ul>	<ul style="list-style-type: none"><li>• The vehicle rental must be paid for in full with the Laurentian Bank Visa card (usage and mileage costs);</li><li>• The Cardholder must decline any similar coverage offered by the Rental Agency;</li><li>• The driver must have a valid driver's licence;</li></ul>

<ul style="list-style-type: none"> <li>Covers up to the actual cash value of the damaged or stolen vehicle;</li> <li>Covers costs related to the Loss of Use of the vehicle;</li> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Covers only one rental vehicle at a time;</li> <li>Covers a maximum of 48 consecutive days;</li> <li>If the period goes beyond 48 days, coverage will not be provided, regardless of the duration.</li> </ul>
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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\* Infinite Card which includes this insurance.

**Summary of key conditions**

<p><b>Who is eligible?</b></p> <p>Refer to Certificate of Insurance (Section C. Who is Eligible for Coverage)</p> <ul style="list-style-type: none"> <li>You must be a Laurentian Bank Visa Infinite Cardholder whose account is no more than 90 days past due;</li> <li>You must sign the rental contract and decline the Rental Agency's Collision Damage Waiver;</li> <li>Any other person driving the vehicle with Your authorization.</li> </ul>	<p><b>How much does it cost?</b></p> <ul style="list-style-type: none"> <li>The insurance comes with the Laurentian Bank Visa Infinite Card. No separate fees will be charged for insurance.</li> </ul>
<p><b>When does coverage start?</b></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* Infinite Card.</p>	<p><b>When does coverage end?</b></p> <p>Coverage terminates upon the occurrence of any of the following events:</p> <ol style="list-style-type: none"> <li>the Rental Agency reassumes control over the rental vehicle;</li> <li>the period of time You rent a rental vehicle exceeds 48 consecutive days);</li> <li>Your Laurentian Bank Visa* Infinite Card is canceled; or</li> <li>the Policy is terminated.</li> </ol>
<p><b>If You change Your mind</b></p> <ul style="list-style-type: none"> <li>Coverage can be cancelled by cancelling Your Laurentian Bank Visa* Infinite 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 must send notice of cancellation of the card to the Distributor that provided You with Your card.</li> </ul>	<p><b>In the event of a dispute, etc.</b></p> <ul style="list-style-type: none"> <li>We're here to serve You: please contact us for support.</li> <li>If Your claim is denied, You will have <b>31 days</b> 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.</li> </ul> <p>You can learn about our complaints policy or submit a complaint at: <a href="https://www.chubb.com/ca-en/complaint-resolution-process.html">https://www.chubb.com/ca-en/complaint-resolution-process.html</a>.</p>

## To make a claim

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

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

## 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.