

INSURANCE PRODUCT SUMMARY

Delayed and Lost Baggage Insurance

Group Insurance Policy n°: 9912-0319

Summary of Coverage included with the Travel Perk under Your Neo Financial Mastercard

Insurer: Chubb Insurance Company of Canada 199, Bay Street, Suite 2500, P.O. Box 139 Commerce Court West Postal Station Toronto, Ontario M5L 1E2 AMF Register – Insurer's Number: 2000461714	INSURER CUSTOMER SERVICE HELPLINE Toll-Free: 1.800.268.9344 Local: 416.359.3222
Distributor: Neo Financial Technologies Inc. 150 9 th Avenue SW Calgary, Alberta T2P 3H9	CUSTOMER SERVICE HELPLINE Email: support@neofinancial.com Toll-Free: 1-855-636-2265
Claims Agent and Customer Service: Crawford & Company (Canada) Inc. National Claims Management Centre 100 Milverton Drive, Suite 300 Mississauga, Ontario L5R 4H1	CUSTOMER SERVICE HELPLINE International Toll-Free: 1.888.552.3236 Local: 416-957-5092 Email: NeoClaims@crawco.ca Website: https://ca-fnol.claims.global/chubbcc
Autorité des marchés financiers: Place de la Cité, Tour Cominar 2640, Laurier Boulevard, 4 ^e Floor Québec, Québec 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 Summary has been provided to You to help You decide if the insurance included with Your Neo Financial Mastercard meets Your needs. This is not Your Certificate of Insurance nor the Policy. The information contained in this Summary is not exhaustive. For complete details, please refer to the Certificate of Insurance by clicking on the following link:

[https://www.chubb.com/content/dam/chubb-sites/chubb-com/ca-en/business-insurance/distribution-guides/documents/pdf/Neo Financial-Delayed and Lost Baggage Insurance-Certificate of Insurance.pdf](https://www.chubb.com/content/dam/chubb-sites/chubb-com/ca-en/business-insurance/distribution-guides/documents/pdf/Neo%20Financial-Delayed%20and%20Lost%20Baggage%20Insurance-Certificate%20of%20Insurance.pdf)

(the Certificate of Insurance)

You may request a copy of the policy, subject to certain access restrictions. Please communicate with the customer service helpline of Insurer to get a copy of the policy.

What is this insurance for?

This Delayed or Lost Baggage Insurance provides coverage for Your reasonable expenses incurred with respect to Emergency Purchases if Your Checked Baggage is delayed by the Air Carrier by more than six hours or in the event that the Checked Baggage is not located or is damaged. Several conditions apply.

Who is eligible for insurance?

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

To be eligible for this insurance coverage, You must:

- A. be the Cardholder of a Neo Financial Mastercard with the Travel Perk;
- B. be a Permanent Resident of Canada;
- C. have an Account in Good Standing; and
- D. pay for the airline ticket with Your Neo Financial Mastercard

Summary of key conditions

Who can be insured?

1. the Cardholder, provided they meet all the eligibility requirements described above;
2. the Cardholder's Spouse; and
3. the Cardholder's Dependent Children, provided they are travelling with the Cardholder or the Cardholder's Spouse .

Delayed and Lost Baggage Insurance

The Insurer will compensate You up to the amount of \$1,000 for Your reasonable expenses incurred with respect to Emergency Purchases if Your Checked Baggage is delayed by the Air Carrier by more than six hours from the arrival of the Air Carrier. The purchases must be made before Your Checked Baggage is returned but in no event more than ninety-six (96) hours after the arrival of the Air Carrier.

In the event that the Checked Baggage is not located or is damaged, the Insurer will compensate You up to a maximum of \$1,000 for the damage to or the loss of Your Checked Baggage and the personal items contained therein.

The total amount payable for both delayed and lost or damaged Checked Baggage is \$1,000.

Warning:

The Insurer will pay You, at its option, the lesser of: (i) the actual replacement value of the property at the time of loss or damage; (ii) the amount for which the property could be replaced with property of like kind and quality if an identical replacement item cannot reasonably be obtained; or (iii) the amount it would cost to repair the property to its condition prior to the damage.

All benefits payable to You are in excess of all other applicable valid insurance, indemnity or protection available to You in respect of the loss.

What is not covered?

EXCLUSIONS

For a detailed list of all exclusions, refer to the Exclusions Section of the Certificate of Insurance.

This insurance does not cover any loss arising from or related to:

- Insufficient Time for Check-In – failure to check in Your Checked Baggage within the minimum guidelines published by the Air Carrier
- Insufficient Time for Connection – insufficient allotment of time for legally connecting flights according to Air Carrier regulations
- Returned Luggage – Emergency Purchases made after Your Checked Baggage was returned
- Last Leg of Return – Checked Baggage that was delayed on the last leg of the return portion of Your trip
- Intentional Acts – damage due to intentional acts
- Confiscation – confiscation by order of any government or public authority
- Seizure or Destruction – seizure or destruction under a quarantine or customs regulation
- Illegal Trade – transporting contraband or illegal trade
- Criminal Offence – committing or attempting to commit a criminal act
- War or Insurrection – declared or undeclared war, or any act of war, riot or insurrection; or hostilities, rebellion, revolution or usurped power
- Cyber Incident

Insurance coverage also does not apply to:

- A) sporting equipment, unless checked with the Air Carrier and for which a claim check has been provided by the Air Carrier;
- B) animals, perishables, cameras and accessory equipment, eyeglasses and contact lenses, prosthetic devices including dentures and hearing aids, tickets, valuable papers and documents, credit cards and debit cards, securities, money, art objects, electronic equipment, business items, bullion or precious or semi-precious metals, stones or gems other than that contained in items of personal jewelry owned by You;
- C) household furniture, motor vehicles, boats or watercraft or aircraft or parts for such conveyances.

When does coverage start?

Coverage begins when Your Checked Baggage is checked in with the Air Carrier for which full cost of the airline ticket issued by the Air Carrier was charged to the Neo Financial Mastercard provided You are still the Cardholder at the time of loss.

When does coverage end?

Coverage terminates upon the occurrence of any of the following events:

1. the return of Your Checked Baggage;
2. for Baggage Delay, four (4) days after the arrival of Your scheduled flight;
3. for Baggage Delay, Your return date;
4. the date on which Your Card is canceled;
5. the date on which the balance of the Card is sixty (60) days past due;
6. the date on which the Master Policy terminates; or
7. the date on which Neo Financial Technologies Inc. receives notice from the Cardholder to cancel the Card.

What are the consequences of misrepresentations or failure to disclose?

Any misrepresentation, inaccurate representation or failure to disclose could lead to the Policy being cancelled, coverage being denied, or benefits being refused or reduced. Should You have any questions, please contact the Insurer.

What if I change my mind after applying for the Neo Financial Mastercard?

Coverage can be cancelled by cancelling Your Neo Financial Mastercard or by cancelling the Travel Perk under the 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.

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>

For assistance or to file a claim

- All claims must be reported to the Insurer within 48 hours of the occurrence or commencement of any loss or as soon as reasonably possible by calling 1.888.552.3236.
- All loss or damages to Your personal property must be immediately reported to the airline.
- We will provide You with instructions on how to file a claim.

HELPLINE

1.888.552.3236 (international toll-free)
416-957-5092 (local)

FILING A CLAIM

If a loss occurs, You should contact the Insurer and file a claim. The procedure for filing a claim is detailed in the Claims Procedures Section of the Certificate of Insurance.

A. Submission of a Claim

All claims must be reported to the Insurer within 48 hours of the occurrence or commencement of any loss at 1.888-552-3236.

In the event of a claim, You must provide the Insurer with written notice of Your claim within 30 days of the date of loss with such supporting documentation as You are then able to provide. To file a claim, please contact Crawford & Company (Canada) Inc. Complete all items on the required claim form, attach all appropriate documents, and mail or fax to:

Crawford & Company (Canada) Inc.
National Claims Management Centre
100 Milverton Drive, Suite 300
Mississauga ON L5R 4H1
Fax - 905-602-0185
Email: neoclaims@crawco.ca

Claims Agent:

Crawford & Company (Canada) Inc.
National Claims Management Centre
100 Milverton Drive, Suite 300
Mississauga ON L5R 4H1
International Toll-Free: 1.888.552.3236
Local: 416-957-5092
Fax: 905.602.0185
Email: neoclaims@crawco.ca
<https://ca-fnol.claims.global/chubbcc>

B. Deadline to Submit a Claim

The claim form and the required documents must be completed as requested and returned to the Insurer as soon as possible within 6 months after the loss or, if You are a Quebec resident, within the year of the loss if You prove Your impossibility to act within 6 months after the loss. Your insurance must not have been terminated at the time of loss.

C. Insurer's Reply

If Your claim is approved, the benefit is paid within 15 days of receipt of all documents necessary for the Claims Agent to process Your claim. If Your claim is denied or the Insurer pays only a portion of the benefit, You will receive a letter explaining the reasons for the Insurer's decision within 60 days of receiving the documents required to process the claim.

After the Insurer has paid Your claim, Your rights and recoveries will be transferred to the Insurer to the extent of the amount of money the Insurer has paid for the loss. The Insurer therefore has the right to sue in Your name at its own expense. In such a case, You must give the Insurer all the assistance it may reasonably require, including signing all documents that will enable the Insurer to sue third parties in Your name.

D. Appeal of an Insurer's Decision and Recourses

You may appeal from the Insurer's decision if You disagree with the outcome. You have 31 days from the date of the Insurer's decline of Your claim to appeal from decision. Your appeal to the Claims Agent must be in writing. 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.

How much does it cost?

This insurance coverage is included with the Travel Perk under Your Neo Financial Mastercard. No separate fees, premiums or expenses will be charged for the insurance.

What happens in the event I disagree with the outcome of my claim or in the event of dispute?

- We are here to help You, please contact the Insurer for support.
- You must comply with any time limits imposed by the law of the province or territory in which the Cardholder resides, if You wish to file a lawsuit or other legal action against the Insurer.

Complaint to the Insurer and Complaint Resolution Process

(see Complaints Procedures in the Insurance Certificate)

To make a complaint to the Insurer and access the Insurer's policy on handling complaints, please click on the following link::
<https://www.chubb.com/ca-en/complaint-resolution-process.html>

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