

INSURANCE PRODUCT SUMMARY

Trip Cancellation/Trip Interruption Insurance

Group Insurance Policy n°: 9912-0318

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-finol.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-Trip_Cancellation_and_Trip_Interruption_Insurance-Certificate_of_Insurance.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 Trip Cancellation/Trip Interruption Insurance provides coverage for the prepaid portion of Your Covered Trip that is non-refundable and non-transferable to another travel date if You are required to cancel a Covered Trip due to a Covered Cause for Cancellation or for Your expenses if You are prevented from continuing on a Covered Trip due to a Covered Cause for Interruption. 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. reserve and pay for the Covered Trip 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 .

Trip Cancellation Insurance

The Insurer will compensate You up to the amount of \$1,000 for for the prepaid portion of Your Covered Trip that is non-refundable and non-transferable to another travel date if You are required to cancel a Covered Trip due to a Covered Cause for Cancellation listed below. If there is more than one individual making a claim, the maximum payable is \$5,000 aggregate per Covered Trip.

Covered Causes for Cancellation:

- A) Your, Your Immediate Family Member's, Your Travel Companion's or Your Travel Companion's Immediate Family Member unexpected death, Sickness or Injury.
- B) Hospitalization or death of the host at Your principal destination.
- C) You or Your Travel Companion are selected for jury duty or subpoenaed to appear as witness in court whereby the date of the hearing conflicts with the Covered Trip.
- D) A disaster renders Your or Your Travel Companion's principal residence uninhabitable.
- E) A transfer by Your employer necessitates a change of Your permanent residence within 30 days before the Covered Trip departure date.
- F) A call to service of You or Your Travelling Companion by the Canadian Government with respect to reservists, military, police or fire personnel.
- G) A written formal notice issued by the Department of Foreign Affairs and International Trade of the Canadian Government after Your Covered Trip is booked, advising Canadians not to travel to a country, region or city originally ticketed for the Covered Trip for a period that includes Your Covered Trip;
- H) As a result of the delay of a connecting vehicle, You miss the scheduled departure as ticketed due to: inclement weather; mechanical failure or accident of a Common Carrier; a traffic accident; or an emergency police-directed road closure.
- I) Weather conditions delay Your connecting scheduled carrier for 30% or more of the total duration of the Trip and You elect not to continue with the Covered Trip.

Trip Interruption Insurance

The Insurer will compensate You up to the amount of \$1,000 for You are prevented from continuing on a Covered Trip due to a Covered Cause for Interruption listed below. If there is more than one individual making a claim, the maximum payable is \$5,000 aggregate per Covered Trip.

Your expenses will be reimbursed for:

- A) the extra cost to change Your ticket to a one-way economy fare, via the most cost-effective route, by regular scheduled transportation back to Your departure point or the next destination on Your Covered Trip; or
- B) if Your existing ticket cannot be changed, the cost of a one-way economy fare by regular scheduled transportation to Your departure point or the next destination on Your Covered Trip;
- C) the non-refundable portion of any unused prepaid travel arrangements if Your Covered Trip is interrupted;
- D) if Your Travel Companion's trip is interrupted for any of the reasons stated under the Covered Cause for Interruption, You will be reimbursed for the cost incurred to adjust Your prepaid accommodations to a single supplement; and
- E) if You must delay the return portion of a Covered Trip, We will also pay the necessary and reasonable costs of commercial accommodation and meals up to \$150 a day when the return portion of a Covered Trip is delayed beyond the date scheduled.

Covered Causes for Interruption:

- A) Your, Your Immediate Family Member's, Your Travel Companion's or Your Travel Companion's Immediate Family Member unexpected death, Sickness or Injury.
- B) Hospitalization or death of the host at Your principal destination.
- C) You or Your Travel Companion are selected for jury duty or subpoenaed to appear as witness in court whereby the date of the hearing conflicts with the Covered Trip.
- D) A disaster renders Your or Your Travel Companion's principal residence uninhabitable.
- E) A call to service of You or Your Travelling Companion by the Canadian Government with respect to reservists, military, police or fire personnel.
- F) a written formal notice issued by the Department of Foreign Affairs and International Trade of the Canadian Government after You depart on Your Covered Trip, advising Canadians not to travel to a country, region or city originally ticketed for the Covered Trip for a period that includes Your Covered Trip;
- G) Weather conditions delay Your connecting scheduled carrier for 30% or more of the total duration of the Trip and You elect not to continue with the Covered Trip.
- H) Hijacking of Your Common Carrier while en route to Your scheduled destination point.

Warning:

1. A Pre-Existing Condition exclusion applies to the Trip Cancellation and Trip Interruption benefits. Please see Exclusions and Limitations for details. If You have any questions regarding Pre-Existing Conditions and/or want to confirm coverage, please contact Crawford & Company (Canada).
2. 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.
3. Failure to notify Crawford & Company (Canada) Inc. within forty-eight (48) hours may reduce the amount payable.
4. Some expenses are only covered if they're approved in advance by Crawford & Company (Canada) Inc. All transportation expenses must be pre-approved.

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:

- Pre-Existing Condition – any Pre-existing Condition that was not Stable during the six (6) months immediately preceding when the insurance coverage began as outlined in When Coverage Begins
- Reasonably Foreseeable Conditions – sickness or accidental injury that was reasonably foreseeable when the insurance coverage began as outlined in When Coverage Begins or a trip undertaken to visit or attend an ailing person when the medical condition or ensuing death of that person is the cause of the claim
- Pandemic - Pandemic diseases as declared by the World Health Organization, the Government of Canada or any local authority
- Penalties after Cancellation - cancellation penalties arising after Covered Cause for Cancellation
- Sums after Interruption – sums that become non-refundable after the Covered Cause for Interruption occurs
- Unused Return Travel - cost of prepaid unused return travel
- Pregnancy – pregnancy, miscarriage, childbirth or complications of any of these conditions occurring within nine weeks of the expected date of birth
- Intentionally inflicted injuries – intentionally inflicted injuries, suicide or attempted suicide
- Abuse of Medication - abuse of any medication or non-compliance with prescribed medical treatment or therapy
- Newborn Child - any child born during the trip
- Trip Against Physician's advice - any Covered Trip commenced or continued against the advice of Your Physician
- Alcohol or Drug Abuse – any injury or accident occurring while You are under the influence of illicit drugs or alcohol (where the concentration of alcohol in Your blood exceeds eighty (80) milligrams of alcohol in one hundred millilitres of blood or when You illustrate a visible impairment due to alcohol or illicit drugs) and any chronic illness or hospitalization related to, or exacerbated by, the habitual use of alcohol or illicit drugs
- Professional Sports or Racing – participation in professional sports or any organized racing or speed contests
- Mental Problems – any Mental or Emotional Disorders
- Hazardous Activities – recreational scuba diving (unless You hold a basic scuba designation from a certified school or licensing body), mountaineering, bungee-jumping, parachuting, parasailing, cave exploration, hang-gliding, skydiving or any airborne activity in any aircraft other than a passenger aircraft that holds a valid certificate of airworthiness
- Intentional Acts – damage due to intentional acts
- 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

When does coverage start?

Coverage begins, for Trip Cancellation, at the time of purchase of Your Covered Trip and before any cancellation penalties have been incurred and for Trip Interruption, on the date You complete a portion of the Covered Trip as shown on Your invoice or ticket if the full cost of the Covered Trip was charged to Your 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. for Trip Cancellation, the date You depart or plan to depart on the Covered Trip;
2. for Trip Interruption, the date You are scheduled to return from the Covered Trip;
3. the date on which Your Card is canceled;
4. the date on which the balance of the Card is sixty (60) days past due;
5. the date on which the Master Policy terminates; or
6. 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.
- 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

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

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>

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.