

INSURANCE PRODUCT SUMMARY

Purchase Protection and Extended Warranty Insurance

Group Insurance Policy n°: 9912-1673

Summary of Coverage included with Your Tims® Credit Card 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 (on behalf of Tims® Financial): Neo Financial Technologies Inc. 150 9 th Avenue SW Calgary, Alberta T2P 3H9	CUSTOMER SERVICE HELPLINE Email (English): support@timsfinancial.ca Email (French): serviceclient@financestim.ca Toll-Free: 1-855-505-1964
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: TimsFinancial@crawco.ca Website: https://ca-fnol.claims.global/timhortons/submit
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.gc.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 Tims® Credit Card 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/tims_financial_neo_purchase_security_extended_warranty_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 Purchase Protection Insurance provides coverage against loss, theft or damage to most new items of personal property You purchase when the Purchase Price, including all taxes, is charged to Your Card. This coverage is available for 90 days from the date of purchase, anywhere in the world, provided the item is not covered by another insurance plan. This Extended Warranty Insurance doubles the term of the Manufacturer’s Warranty up to one additional year. 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 Tims® Credit Card Mastercard®;
- B. be a Permanent Resident of Canada;
- C. have an Account in Good Standing; and
- D. pay the full Purchase Price of the Insured Item with Your Tims® Credit Card Mastercard®

Summary of key conditions

Who can be insured?

1. the Cardholder, provided they meet all the eligibility requirements described above; and
2. the recipient of an Insured Item as a gift from the Cardholder.

Purchase Protection and Extended Warranty Insurance

The Purchase Protection Insurance protects most new items of personal property when the full Purchase Price is charged to the Card by insuring the item for ninety (90) days from purchase in the event of loss, theft or damage, anywhere in the world, if the item is not covered by Other Insurance. If the item is lost, stolen or damaged, it will be replaced, repaired, or You will be reimbursed, at Our discretion.

The Extended Warranty Insurance provides You with double the term of the Manufacturer's Warranty up to a maximum of one additional full year commencing immediately following the expiry of the applicable Manufacturer's Warranty on most items purchased in Canada, the United States or worldwide when the full Purchase Price is charged to the Card and the original Manufacturer's Warranty is honoured in Canada or the United States. Valid Manufacturer's Warranties of up to five years are eligible under this Extended Warranty Insurance.

We will reimburse You up to \$1,000 per occurrence for the lesser of: the cost of repairs; the actual cash value immediately prior to the loss; the Purchase Price of the Insured Item; or Your credit limit as authorized by Neo Financial Technologies Inc..

There is a maximum total limit of liability per Cardholder of \$10,000 for claims under Purchase Protection & Extended Warranty Insurance.

Warning:

1. The insurance extended by the Insurer is issued strictly as excess coverage and does not apply as contributing insurance.
2. When the Insured Item is part of a pair or set and cannot be used or replaced individually, the Insurer's liability will be the full Purchase Price of the pair or set.

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:

- fraud or abuse;
- confiscation by authorities;
- risks of contraband;
- normal wear and tear, normal course of play;
- flood, earthquake, radioactive contamination;
- inherent product defect;
- items consumed in use;
- mysterious disappearance (used herein to mean disappearance in an unexplained manner marked by an absence of evidence of the wrongful act of another);
- incidental and indirect damages including bodily injury, punitive or exemplary damages and legal expenses;
- war (declared or not), act of foreign enemies or rebellion;
- Your commission of a criminal act or Your direct or indirect attempt to commit a criminal act;
- a Cyber Incident.

Purchase Protection does not provide coverage for the following items: travellers' cheques, cash, tickets, and any other negotiable instruments, bullion, rare or precious coins, art objects, animals, living plants, services, any item purchased by and/or used for a business or commercial purpose, used and pre-owned items including antiques and demos, perishables such as food and liquor, ancillary costs incurred in respect of an Insured Item and not forming part of the Purchase Price; automobiles, motorboats, airplanes, and any other motorized vehicles, parts, accessories and labour thereof.

Jewellery in baggage is covered only if hand carried by You or by a person travelling with the You. Jewellery stolen from baggage not hand carried is not covered unless Your baggage is stolen in its entirety.

Extended Warranty Insurance does not cover the following items and services: automobiles, motorboats, airplanes and other motorized vehicles, and parts and accessories thereof; services; dealer and assembler warranties, normal wear and tear, used and pre-owned items, including demos, normal course of play, negligence, misuse and abuse, inherent product defects, willful acts or omission and improper installation or alteration, ancillary costs, any product purchased by and/or used for a business or commercial purpose, and any repair or replacement that would not have been covered under the Manufacturer's Warranty.

When does coverage start?

Coverage begins immediately upon purchase of the Insured Item when the full Purchase Price was charged to the Tims® Credit Card 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 Purchase Protection, ninety (90) days after the date of purchase;
2. for Extended Warranty, one full year following the expiry of the applicable Manufacturer's Warranty;
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 Tims® Financial 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 Tims® Credit Card Mastercard®?

Coverage can be cancelled by cancelling Your Tims® Credit Card Mastercard® 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 45 days 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 45 days 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 90 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.

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: TimsFinancial@crawco.ca

<https://ca-fnol.claims.global/timhortons/submit>

National Claims Management Centre
100 Milverton Drive, Suite 300
Mississauga ON L5R 4H1
Fax - 905-602-0185
Email: TimsFinancial@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 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 Your Tims® Credit Card 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.