



# RBC® Commercial Avion® Visa‡



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## Welcome to RBC Commercial Avion Visa

Your **RBC Commercial Avion** card gives you the flexibility and convenience to efficiently handle all your business expenses, while providing valuable insurance coverage. And with embedded chip technology, this is one of the safest cards for international travel. You can count on your RBC Commercial Avion card, wherever your business takes you.

As a cardholder, you have access to RBC NextLogic®, a self-serve, easy-to-use online tool that lets you view transactions 24 hours a day, 7 days a week.

This guide will provide you with everything you need to know about your card, including important phone numbers listed at the back.

## Easy access to funds

You can use your RBC Commercial Avion card to access your available funds anytime, anywhere, through several convenient options:

- Use your card to make purchases anywhere in the world where Visa cards are accepted; that's over 200 countries and territories. You can also shop safely online or by phone, giving you access to millions of merchants worldwide.
- If you require a credit limit increase, contact the Program Administrator(s) designated by your organization. Provided you are eligible for a credit limit increase, the Program Administrator will be able to process your request immediately, without having to contact RBC.

## RBC NextLogic

RBC NextLogic is a self-serve, easy-to-use online tool that allows you to:

- Manage spend controls and credit limits on your expense cards in real-time
- Share credit limits between cards
- View balances on all cards within your program
- Search transactions and retrieve monthly card statements
- Customize reports

Access your account online, 24 hours a day, 7 days a week, at [rbc.com/corporatecardservices](https://www.rbc.com/corporatecardservices).

## Lost or stolen cards

In the event that your RBC Commercial Avion card is lost or stolen, please contact RBC Customer Service as soon as possible so we can assist you.

**Lost or Stolen Cards inside North America:  
1-888 ROYAL® 3-4 (1-888-769-2534)**

**Collect from outside North America:  
705-522-7437**

## Visa payWave<sup>‡</sup>

This “contactless” feature lets you pay for small purchases without having to swipe or insert your card in a terminal at locations that accept Visa payWave. It’s a fast, convenient and secure way to pay for small, everyday purchases.

## Chip and PIN for the highest level of security

Your RBC Commercial Avion card features state-of-the-art Chip and PIN technology, which protects you against counterfeiting and fraud because the chip embedded in your card is encrypted and virtually impossible to replicate. When you make a transaction at a chip-enabled terminal, you’re in control.

## Valuable insurance protection

Use your **RBC Commercial Avion** card to pay for eligible business expenses and you'll be covered with valuable travel insurance and purchase protection insurance. The **RBC Commercial Avion** card is one of the safest cards for international travel, so you can handle all of your business expenses with confidence and efficiency.

### **Trip Cancellation & Trip Interruption Insurance.<sup>1</sup>**

This insurance applies to the cardholder, cardholder's spouse and/or dependent children when travelling together and an employee travelling for business purposes when travel arrangements are paid in full with the RBC Commercial Avion card. Should the unexpected happen and cause you to cancel your trip, this insurance provides reimbursement for any non-refundable prepaid travel arrangements.

**Travel Accident Insurance.<sup>1</sup>** This insurance applies to the cardholder, cardholder's spouse and/or dependent children when travelling together and an employee travelling for business purposes when travel arrangements are paid in full with the RBC Commercial Avion card, and the fare is for any licensed common carrier and for travel outside your province or territory of residence. The coverage is up to \$500,000 CAD per covered person in the event of accidental death, dismemberment or loss of sight.

**Purchase Security Insurance.<sup>2</sup>** Eligible business purchases you make with your RBC Commercial Avion card are automatically insured against loss, theft or damage for up to 90 days from the date of purchase. Please keep your sales receipts and warranties in case you need to file a claim.

**Extended Warranty Insurance.<sup>2</sup>** This insurance doubles the original manufacturer's warranty, for up to one additional year, on eligible business items you purchase with your RBC Commercial Avion card. The original warranty plus extended warranty cannot exceed five years. Please save receipts, sales drafts and manufacturers' warranties in the event that you need to file a claim.

**Auto Rental Collision/Loss Damage Insurance.<sup>3</sup>**

This insurance provides coverage against collision, loss or damage of the rental vehicle for the first 48 consecutive days per rental. Simply pay the full cost of your rental vehicle using your RBC Commercial Avion card or Avion points and decline the Collision Damage Waiver (CDW) or Loss Damage Waiver (LDW) protection offered by the rental company.

**Emergency Purchases Insurance.<sup>2</sup>** In the event that your checked luggage is lost or delayed by an airline for more than four hours, your card coverage entitles you to purchase up to \$500 CAD of necessary clothing and toiletries if purchased within four days of arrival. Your airline ticket must have been purchased with your RBC Commercial Avion or Avion points.

**Flight Delay Insurance.<sup>1</sup>** If you miss a connection, you are denied boarding or your flight departure is delayed by more than four hours, this insurance reimburses you for up to \$250 CAD per day to a maximum of \$500 CAD. Reimbursement applies to reasonable and necessary expenses incurred for hotel accommodation, restaurant meals, refreshments, emergency purchases and other sundry items, provided the flight was paid for with your RBC Commercial Avion card or Avion points.

**Hotel/Motel Burglary Insurance.<sup>2</sup>** If you are a registered guest of a hotel or motel and the room was booked and paid for with your RBC Commercial Avion card or Avion points, you will be reimbursed up to \$2,500 CAD for the damage to or loss of personal items resulting from the burglary of that hotel or motel room. A police report verifying that there were visible signs of forced entry into your hotel or motel room is required.

**Lost or Stolen Baggage Insurance.<sup>2</sup>** Up to \$1,000 of coverage for lost or stolen baggage when your business flight is paid for in full with the Commercial Avion Visa card.

**Mobile Device Insurance.<sup>2</sup>** Cardholders now have up to \$2,000 of coverage for lost, stolen or accidentally damaged mobile devices used for business.

*For complete details regarding your insurance coverage, please refer to the Certificates of Insurance.*

## Travel services

When travelling outside the province, Assured Assistance Inc. (Assured Assistance) provides you with a range of valuable services when you are faced with certain unexpected situations, medical emergencies, or are in need of legal assistance. Assured Assistance is available to answer any questions or handle claims regarding the insurance already described in this guide.

It also provides the following emergency services:

**Pre-trip assistance.** Before you travel, feel free to call Assured Assistance for helpful information such as health precautions as specified by the World Health Organization, weather reports for major cities around the world, currency exchange rates, and immunization and visa requirements.

**Emergency cash advance and airline tickets.** Should your card be lost or stolen while travelling anywhere in the world, you can call Assured Assistance and they will provide you with emergency funds and/or airline tickets. Emergency funds will be charged to your credit card account as a cash advance<sup>4</sup> and tickets will be billed as a purchase.

**Emergency message service.** As an RBC Commercial Avion cardholder, you may use the free telephone message service provided by Assured Assistance to send and receive messages in the event of a personal emergency while travelling. You — and those who need to stay in touch with you — can call Assured Assistance to leave or retrieve brief messages.

**Prescription medicines.** While travelling, you can call Assured Assistance to assist you in obtaining medication for which you already have a prescription. They will contact your doctor and make necessary arrangements so you can pick up your prescription at a nearby pharmacy. The cost of filling the prescription and any courier charges will be processed as a purchase to your credit card account.

**Valuable documents.** Assured Assistance can have valuable documents (passport, driver's licence, etc.) picked up and delivered to you should you arrive at your destination and realize that you have left them behind, provided there is someone at your home or office to locate the documents. Courier expenses will be charged to your credit card account as a purchase.

**Legal and bail assistance.**<sup>5</sup> If you find yourself in need of legal counsel while away from home, you can call Assured Assistance for names of local attorneys, embassies and consulates that may be able to help. Assured Assistance can also arrange for funds to be transferred directly from your credit card account if you are required to post bail or advance funds to counsel. The final selection of any legal service provider is your right and responsibility.

**Emergency medical referral services.** If you need medical assistance while away from home, Assured Assistance will refer you to the nearest appropriate physician or medical facility.

Assured Assistance can also help with a range of services including lost luggage assistance and insurance claim assistance.

**Assured Assistance can be reached 24 hours a day at 1-800-533-2778 from anywhere in Canada or the U.S. or by making a collect call to 905-816-2581 from outside Canada or the U.S.**

## Important phone numbers

### **RBC Royal Bank® customer service**

Customer Service:

[rbc.com/corporatecardservices](https://www.rbc.com/corporatecardservices)

Lost or stolen cards: 1-888-769-2534

Collect number: 705-522-7437

### **Assured Assistance**

Within North America: 1-800-533-2778

Collect from outside North America: 905-816-2581

Call for assistance with many of the travel services and insurance listed in this guide, 24 hours a day, 7 days a week.



For more information about your RBC Commercial Avion, speak to your Program Administrator, visit us at [rbc.com/corporatecardservices](https://www.rbc.com/corporatecardservices) or call 1-888 ROYAL 3-4 (1-888-769-2534).



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<sup>1</sup> Coverage underwritten by RBC Insurance Company of Canada.

<sup>2</sup> Coverage underwritten by Aviva General Insurance Company in the Province of Quebec and by RBC Insurance Company of Canada in the rest of Canada.

<sup>3</sup> Coverage underwritten by Aviva General Insurance Company.

<sup>4</sup> Cash advances, including cash withdrawals from an ATM, can be made up to your available credit and daily limits. There is no interest-free period for cash advances, which means that interest is charged from the day the cash advance is made until we receive your payment for the total amount you owe. Cash advance fees may apply depending on the type of cash advance. Please refer to your RBC Royal Bank Commercial Credit Card Agreement for more details.

<sup>5</sup> Assured Assistance Inc. cannot accept responsibility for the actual performance of any person or company made available to assist you.