

# Product Summary of Credit Card and Debit Card Insurance Coverages with the RBC® ION+™ Visa‡ Card

## What is the purpose of this document?

This document is a summary of the most important things you should know as they relate to the insurance coverages included with the RBC ION+ Visa card. It has been provided to help you decide if these coverages meet your needs. This is not a Certificate of Insurance. For complete details of the insurance coverages included with the RBC ION+ Visa card, please review the Certificate of Insurance in its entirety found on the RBC Insurance® website under Information for Quebec Residents, [rbcinsurance.com/travel-insurance/distributor/travel-insurance-policies-and-quebec-documents.html](https://rbcinsurance.com/travel-insurance/distributor/travel-insurance-policies-and-quebec-documents.html).

**Credit card and debit card insurance coverage underwritten  
by RBC Insurance Company of Canada**

- Mobile Device Insurance Page 2
- Purchase Security & Extended Warranty Insurance Page 2



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## Is there a cost for these coverages?

There may be an annual fee or costs associated with the RBC ION+ Visa card; however, there are no premiums, other fees or expenses that will be charged to any covered person for the insurance coverages described in this Product Summary as they are included with the RBC ION+ Visa card.

## Credit card and debit card insurance coverages underwritten by RBC Insurance Company of Canada

### Mobile Device Insurance

Provides up to \$1,000 coverage for all risks of accidental physical loss, accidental damage or mechanical failure for two (2) years from the date of purchase when a mobile device is purchased in full using your RBC ION+ Visa card and/or Avion® points.

#### Benefits

Below is an example of what you can expect from the Mobile Device Insurance benefits included with the RBC ION+ Visa card. Refer to the [Certificate of Insurance](#) for full details.

Examples of a covered reason	Examples of benefits
Mobile device is lost, stolen or damaged	<ul style="list-style-type: none"><li>Cost to repair or replace your mobile device, up to the stated amount in the <a href="#">Certificate of Insurance</a></li></ul>

#### Limitations of coverage, What is not covered and General exclusions

Mobile Device Insurance contains provisions that may limit or exclude coverage. The list below summarizes some of the most common limitations and exclusions. Please refer to the “Limitations and exclusions”, “What is not covered” and “General exclusions” sections of the [Certificate of Insurance](#) for full details on Mobile Device Insurance.

Examples of What is not covered and General exclusions	
<ul style="list-style-type: none"><li>Accessories</li><li>Batteries</li></ul>	<ul style="list-style-type: none"><li>A device that has been previously used, previously owned or refurbished</li><li>Cosmetic damage that does not affect functionality</li></ul>

This coverage is limited to one (1) claim in any consecutive 12 month period, and two (2) claims during any consecutive 48 month period. This limitation applies even if you have one or more RBC ION+ Visa cards.

#### Who can be insured?

Coverage is available for the following covered persons who are permanent residents of Canada and are either:

- the applicant; and/or
- an additional cardholder.

#### When does the insurance coverage begin and end?

This coverage begins ninety-one (91) days from the date you purchase the mobile device.

Examples of when coverage ends individually for the applicant and each additional cardholder:

- Two (2) years from the date of purchase of your mobile device
- The date one (1) monthly wireless bill payment is not charged to your RBC ION+ Visa card, if you are funding the cost of your mobile device through a plan
- The date you or the Royal Bank cancels your RBC ION+ Visa account.

For additional details on when coverage begins and ends, please refer to the [Certificate of Insurance](#).

### Purchase Security & Extended Warranty Insurance

Purchase Security Insurance provides coverage against risks of direct accidental physical loss or damage, for ninety (90) days from the date of purchase, to insured items purchased in full using your RBC ION+ Visa card and/or Avion points.

Extended Warranty Insurance automatically doubles the original manufacturer’s warranty, up to a maximum extension of one (1) year. Items covered by Extended Warranty Insurance must have been purchased in full using your RBC ION+ Visa card and/or Avion points.

#### Benefits

Below are a few examples of what you can expect from the Purchase Security & Extended Warranty Insurance benefits included with an RBC ION+ Visa card. Refer to the [Certificate of Insurance](#) for full details.

Examples of a covered reason	Examples of benefits
<b>Purchase Security Insurance</b> Insured items that are stolen	<ul style="list-style-type: none"><li>Cost to replace insured items in an amount not exceeding the amount shown on your RBC ION+ Visa credit card statement</li></ul>
<b>Extended Warranty Insurance</b> Damage caused to insured items after the original warranty has expired	<ul style="list-style-type: none"><li>Cost to repair or replace insured items according to the original manufacturer warranty in an amount not exceeding the amount shown on your RBC ION+ Visa credit card statement</li></ul>

### **Limitations of coverage, What is not covered and General exclusions**

Purchase Security & Extended Warranty Insurance contains provisions that may limit or exclude coverage. The list below summarizes some of the most common limitations and exclusions. Please refer to the “What is not covered” and “General exclusions” sections of the [Certificate of Insurance](#) for full details on Purchase Security & Extended Warranty Insurance.

The maximum amount of coverage is \$50,000, or the equivalent number of Avion points, per RBC ION+ Visa card per year.

Purchase Security is classified as supplemental insurance, in that it covers expenses in excess of expenses payable by any other insurance plan. For example, if you are covered under homeowners insurance, this insurance will cover the deductible only.

Your Extended Warranty Insurance starts immediately following the expiry of the original manufacturer’s warranty, but in no event shall the combined Extended Warranty and original manufacturer’s warranty exceed five (5) years.

#### **Examples of What is not covered and General exclusions**

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>▪ Living plants, animals, fish or birds</li><li>▪ Mysterious disappearance of an insured item or fraudulent acts by you or your family</li></ul> | <ul style="list-style-type: none"><li>▪ Any wear and tear, gradual deterioration, latent defect or inherent vice, marring or scratching of any fragile or brittle article after an insured item is received in good condition</li></ul> |
|--|---|

### **Who can be insured?**

Coverage is available for the following covered persons who are permanent residents of Canada and are either:

- the applicant; and/or
- an additional cardholder.

### **When does the insurance coverage begin and end?**

Coverage starts on the date when the insured item is paid for in full with an RBC ION+ Visa card and/or Avion points.

Example of when coverage ends:

- The date you or the Royal Bank cancels your RBC ION+ Visa account

For additional details on when coverage begins and ends, please refer to the [Certificate of Insurance](#).

## **Can I cancel my insurance?**

As the insurance coverages are not purchased separately and are included with an RBC ION+ Visa card, they cannot be cancelled and/or refunded. If you choose to cancel your credit card, the coverages will terminate at the same time.

## **How do I submit a claim?**

### **To file a claim**

1. Call our claims department at **1-800-533-2778**. If you call us at the time of the loss, you will receive the necessary claims assistance.
2. Complete and send in all required documentation. What you need to make a claim depends on the type of claim you have incurred. Refer to the “What should you do if you have a claim” section for each insurance coverage in the [Certificate of Insurance](#) for a full list of documents required for each type of claim.

### **Time limits for making a claim**

You must provide notice of your claim within thirty (30) days of the date the claim arises.

You must submit the information required for your claim within ninety (90) days of the date the claim arises. If it is not reasonably possible to provide such information within ninety (90) days, you must do so within one (1) year of the date the claim arises or such other time period as may be permitted by your applicable provincial/territorial legislation or your claim may not be reviewed.

### **Time for Insurer to pay a claim**

If your claim is approved, payment will be made within sixty (60) days of receipt of all of the required information.

You will be reimbursed in Canadian dollars.

### **Misrepresentation and concealment**

It is important to make sure you give complete and accurate information when submitting a claim. Failure to do so may result in the cancellation of the insurance and denial of the claim.

## What can I do if my claim is not approved?

If your claim is not approved and you disagree with our decision, you have the option to appeal. You can contact the RBC Client Complaints Appeal Office for assistance at:

- [ccao@rbc.com](mailto:ccao@rbc.com) or 1-888-728-6666 or
- [rbcinsurance.com/contact-us/personal-insurance/index.html](https://rbcinsurance.com/contact-us/personal-insurance/index.html)

In order to submit the appeal, you will need to outline your concerns and resolution expectations. You will also need to send us the following:

- A copy of the final decision/proposal letter that you received
- Any new information or documentation that has not already been submitted to support your position

There is a limitation period for commencing an action in the Province of Quebec. If you decide to commence an action in court, we recommend you seek independent legal advice on your rights and the applicable limitation period. You may only commence a legal action in the province or territory where the Certificate of Insurance was issued.

## How do I file a complaint?

The complete process to file a complaint with RBC Insurance Company of Canada can be accessed on the RBC Insurance Company of Canada public website at [rbcinsurance.com](https://rbcinsurance.com) under "Make a Complaint" at [rbc.com/customercare/index.html](https://rbc.com/customercare/index.html).

## How do I contact the Insurer or the distributor?

The insurance coverages included with an RBC ION+ Visa card are underwritten by RBC Insurance Company of Canada. The RBC ION+ Visa card is distributed by Royal Bank of Canada.

### **Insurer: RBC Insurance Company of Canada**

P.O. Box 97, Station A, Mississauga, ON, L5A 2Y9

Bureau régional du Québec  
C.P. 11472, succursale Centre-ville,  
Montréal (Québec) H3C 5N2  
Telephone: 1-800-387-4357  
Website: [rbcinsurance.com](https://rbcinsurance.com)

RBC Insurance Company of Canada is an Insurer registered with the Autorité des marchés financiers (AMF) under client registration number 2000671765.\*

\* Link to Autorité des marchés financiers (AMF) Insurers Register:

[lautorite.qc.ca/en/general-public/registers/register-insurers-deposit-institutions-and-trust-companies/](https://lautorite.qc.ca/en/general-public/registers/register-insurers-deposit-institutions-and-trust-companies/)

### **Distributor: Royal Bank of Canada**

Royal Bank Plaza, P.O. Box 1, Toronto, ON M5J 2J5  
Telephone: 1-800-769-2540  
Website: [rbc.com](https://rbc.com)



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