

Product Summary of Credit Card and Debit Card Insurance with Commercial Cashback, Commercial Basic and Commercial USD Credit Cards

Applicable to Quebec residents

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 coverage included with the following RBC® Commercial credit cards:

Commercial Cashback

Commercial Basic

Commercial USD

It has been provided to help you decide if this coverage meets your needs.

This is not a Certificate of Insurance. For complete details of the insurance coverage included with these credit cards, please review the Certificate of Insurance in its entirety found on the RBC Insurance® website under Information for Quebec Residents, <https://www.rbcinsurance.com/travel-insurance/distributor/travel-insurance-policies-and-quebec-documents.html> or on the Aviva website at aviva.ca/en/find-insurance/travel-insurance/quebec-travel-insurance-by-rbc-policy-docs/ – Learn more.

Credit card and debit card insurance coverage underwritten by RBC Insurance Company of Canada & in Quebec underwritten by Aviva General Insurance Company, a subsidiary of Aviva Canada Inc.

- Purchase Security & Extended Warranty Insurance



Is there a cost for these coverages?

There may be an annual fee or costs associated with the Commercial Cashback, Commercial Basic and Commercial USD credit cards; however, there are no premiums, other fees or expenses that will be charged to any covered person for the insurance coverage described in this Product Summary as it is included with the Commercial Cashback, Commercial Basic and Commercial USD credit cards.

Credit card and debit card insurance coverage underwritten by RBC Insurance Company of Canada & in Quebec underwritten by Aviva General Insurance Company, a subsidiary of Aviva Canada Inc.

Purchase Security & Extended Warranty Insurance

Purchase Security Insurance provides coverage against all risks of direct accidental physical loss or damage, for ninety (90) days from the date of purchase, to business property purchased in full using an RBC Commercial credit card and/or RBC Rewards® 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 an RBC Commercial credit card and/or RBC Rewards points.

Benefits

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

Examples of a covered reason	Examples of benefits
Purchase Security Insurance Business property that is stolen	<ul style="list-style-type: none">• Cost to replace business property in an amount not exceeding the amount shown on your RBC Commercial credit card statement
Extended Warranty Insurance Damage caused to business property after original warranty has expired	<ul style="list-style-type: none">• Cost to repair or replace business property according to the original manufacturer warranty in an amount not exceeding the amount shown on your RBC Commercial credit card statement

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 RBC Rewards points, per RBC Commercial credit 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 business 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

- Living plants, animals, fish or birds
- Mysterious disappearance of business property or fraudulent acts by you
- After an item is received in good condition, any wear and tear, gradual deterioration, latent defect or inherent vice, marring or scratching of any fragile or brittle article

Who can be insured?

Coverage is available for covered persons who are permanent residents of Canada and are a cardholder.

When does the insurance coverage begin and end?

Coverage starts on the date when the business property is paid for in full with an RBC Commercial credit card and/or RBC Rewards points.

Example of when coverage ends:

- The date you or the Royal Bank cancels your RBC Commercial credit card 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 coverage is not purchased separately and is included with an RBC Commercial credit card, this is not a coverage that can be cancelled and/or refunded. If you choose to cancel your credit card, the coverage 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 Assured Assistance at the time of the loss, you will receive the necessary claims assistance.
2. Complete and send in all required documentation. Refer to the “What should you do if you have a claim” section of the [Certificate of Insurance](#) for a full list of documents required for the claim.

Time limits for making a claim

If you do not call Assured Assistance at the time you incur a claim, you must provide notice of your claim to the Claims Centre 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

The Claims Centre will notify you of the decision on your claim within sixty (60) days of receiving all of the required information.

For the Commercial Basic and Cashback cards, you will be reimbursed in Canadian dollars. For the Commercial USD card, you will be reimbursed in US 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 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 or **1-888-728-6666** or
- [rbcinsurance.com/cgi-bin/contact_us.cgi?form=feedback](https://www.rbcinsurance.com/cgi-bin/contact_us.cgi?form=feedback)

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

- 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 <https://www.rbcinsurance.com> under “Make a Complaint” at <https://www.rbc.com/customer-care/index.html>.

How do I contact the Insurer or distributor?

The insurance coverage included with an RBC Commercial credit card is underwritten by RBC Insurance Company of Canada and in Quebec is underwritten by Aviva General Insurance Company, a subsidiary of Aviva Canada Inc. An RBC Commercial credit card is distributed by Royal Bank of Canada.

Insurer: RBC Insurance Company of Canada and Aviva General Insurance Company

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://www.rbcinsurance.com)

RBC Insurance Company of Canada is an Insurer registered with the Autorité des marchés financiers (AMF) under client registration number 2000671765.* Aviva General Insurance Company is an Insurer registered with the Autorité des marchés financiers (AMF) under client registration number 2000465701.*

* Link to Autorité des marchés financiers (AMF) Insurers Register:
[lautorite.qc.ca/en/general-public/registers/register-insurers-deposit-institutions-and-trust-companies/](https://www.lautorite.qc.ca/en/general-public/registers/register-insurers-deposit-institutions-and-trust-companies/)

Distributor: Royal Bank of Canada

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



Royal Bank