

RBC® CASH BACK PREFERRED WORLD ELITE MASTERCARD[†]
CERTIFICATE OF INSURANCE

- Auto Rental Collision/Loss Damage Insurance 1
- Purchase Security & Extended Warranty Insurance 7
- Collection and Use of Personal Information 12

IMPORTANT — PLEASE READ: This Certificate of Insurance is a valuable source of information and contains provisions that may limit or exclude coverage. Please read this Certificate of Insurance, keep it in a safe place and carry it with *you* when *you* travel.

AUTO RENTAL COLLISION/LOSS DAMAGE INSURANCE CERTIFICATE OF INSURANCE

IMPORTANT – PLEASE READ: This Certificate of Insurance is a valuable source of information and contains provisions that may limit or exclude coverage. Please read this Certificate of Insurance, keep it in a safe place and carry it with *you* when *you* travel.

INTRODUCTION

Aviva General Insurance Company (referred to in this Certificate as the “Insurer”) has issued group insurance policy F-2000375-A to Royal Bank of Canada (“Royal Bank”) to cover expenses related to Auto Rental Collision/Loss or Damage. All *covered persons* are clients of the Insurer.

HOW TO OBTAIN ASSISTANCE

If *you* require assistance or have questions about *your* coverage, call:

**1-800-533-2778 toll-free from the US & Canada or
905-816-2581 collect from anywhere in the world.**

HELPFUL INFORMATION ABOUT AUTO RENTAL COLLISION/LOSS DAMAGE INSURANCE

- This Certificate of Insurance does **not** cover third party liability coverage. Check with *your* personal automobile insurer and the *rental agency* to ensure that *you* and all other drivers have adequate third party liability, personal injury and damage to property coverage.
- This insurance is effective when the full cost of *your* rental vehicle issued by a *rental agency* is paid with *your* RBC Cash Back Preferred World Elite Mastercard card and/or RBC Rewards® points. If only a partial payment is made using RBC Rewards points, the entire balance of that rental vehicle must be paid using *your* RBC Cash Back Preferred World Elite Mastercard card in order to be covered.
- The length of time *you* rent the same vehicle must not exceed forty-eight (48) consecutive days, which shall follow one immediately after the other. In order to break the consecutive day cycle, a full calendar date must exist between rental periods. Coverage may not be extended for more than forty-eight (48) consecutive days by renewing or taking out a new rental agreement with the same or another *rental agency* for the same vehicle or another vehicle.
- If the *covered person* does not decline the *rental agency's* CDW option or its equivalent, this Certificate of Insurance is secondary coverage and will cover the deductible amount in the event of a claim.
- Most vehicles are covered by this Certificate of Insurance, but there are some exclusions. (A list of vehicles excluded from this coverage is outlined in the section “What is not covered?”).
- Coverage is available except where prohibited by law.
- Check the rental vehicle carefully for scratches or dents before and after *you* drive the vehicle. Be sure to point out where the scratches or dents are located to a *rental agency* representative.
- If the vehicle has sustained damage of any kind, call 1-800-533-2778 (in Canada or the United States) or (905) 816-2581 (collect) immediately.
- Do not sign a blank sales draft to cover the damage and *loss of use* charges or a sales draft with an estimated cost of repair and *loss of use* charges. The rental agent may make a claim on *your* behalf to recover repair and *loss of use* charges by following the procedures outlined in the section “What should *you* do if *you* have a claim?”
- Claims must be reported within forty-eight (48) hours of the loss/damage occurring by calling 1-800-533-2778 (when in Canada or the United States) or (905) 816-2581 (collect).
- It is important that *you* read and understand *your* Certificate of Insurance as *your* coverage is subject to certain limitations or exclusions.

DEFINITIONS

Throughout this document, all italicized terms have the specific meaning explained below.

Additional cardholder means a *co-applicant* or an *authorized user*.

Applicant means a person who has signed and/or submitted an application as the primary cardholder for an RBC Cash Back Preferred World Elite Mastercard card, to whom a card has been issued and in whose name the card account is established. An *applicant* does not include an *additional cardholder*. An *applicant* must be a *permanent resident* of Canada.

Authorized user means a person, other than the *applicant* and the *co-applicant*, to whom an RBC Cash Back Preferred World Elite Mastercard card has been issued at the request of the *applicant* or the *co-applicant*. An *authorized user* must be a *permanent resident* of Canada.

Car sharing means a car rental club that gives its members twenty-four (24)-hour access to a fleet of cars parked in a convenient location.

Co-applicant means a person who has signed and/or submitted an application for an RBC Cash Back Preferred World Elite Mastercard card as the *co-applicant*, and to whom a card has been issued. A *co-applicant* must be a *permanent resident* of Canada.

Covered person means:

1. The *applicant* or *additional cardholder*, who presents in person at the *rental agency*, signs the rental contract and takes possession of the rental vehicle. A *covered person* may be referred to as “*you*” or “*your*” or “*yourself*”.
2. Any other person who drives the same rental vehicle with *your* permission whether or not such person has been listed on the rental vehicle contract or has been identified to the *rental agency* at the time of making the rental. However, *you* and all drivers must otherwise qualify under and follow the terms of the rental contract and must be legally licensed and permitted to drive the rental vehicle under the laws of the jurisdiction in which the rental vehicle shall be used.

Loss of use means the amount paid to a *rental agency* to compensate it when a rental vehicle is unavailable for rental while undergoing repairs for damage incurred during the rental period.

Mini-van means a van made by an automobile manufacturer and classified by the manufacturer or a government authority as a *mini-van* made to transport a maximum of eight (8) people including the driver and which are used exclusively for the transportation of passengers and their luggage.

Permanent resident means a person who resides in Canada for at least six (6) months of the year. However, individuals otherwise eligible for coverage who are members of the Canadian Foreign Service need not satisfy this requirement.

Rental agency (or **rental agencies**) means a vehicle *rental agency* licensed to rent vehicles and which provides a rental agreement. For greater certainty, throughout this Certificate of Insurance, the terms ‘rental company’ and ‘rental agency’ refer to both traditional vehicle *rental agencies* and *car sharing* programs.

Rental agency’s CDW means an optional Collision Damage Waiver (“CDW”) or similar waiver offered by rental companies and *rental agencies* that relieves renters of financial responsibility if the vehicle is damaged or stolen while under rental contract. The *rental agency’s CDW* is **not** insurance.

Tax-free car means a *tax-free car* package that provides tourists with a short-term (seventeen (17) days to six (6) months) tax-free vehicle lease agreement with a guaranteed buyback. The Insurer **will not** provide coverage for *tax-free cars*.

WHEN DOES COVERAGE BEGIN AND END?

Upon taking possession of the rental vehicle, coverage begins when:

1. *You* use *your* RBC Cash Back Preferred World Elite Mastercard card and/or RBC Rewards points to pay for the entire cost of the rental from a *rental agency*.
 - If only a partial payment is made using RBC Rewards points, the entire balance of that rental must be paid using *your* RBC Cash Back Preferred World Elite Mastercard card in order to be covered.

2. You decline the *rental agency's* CDW option or similar coverage offered by the *rental agency* on the rental contract. If there is no space on the vehicle rental contract for you to indicate that you have declined the coverage, then indicate in writing on the contract "I decline CDW provided by this merchant". (Note: If you decide to purchase the *rental agency's* CDW option or similar coverage, then this Certificate of Insurance will only cover your deductible in the event of a claim provided all terms and conditions of this coverage are met.)

Coverage ends individually, for each *covered person*, on the earliest of:

1. The date and time the *rental agency* reassumes control of the rental vehicle;
2. The date upon which your rental period exceeds forty-eight (48) consecutive days or your rental period is extended for more than forty-eight (48) consecutive days by renewing or taking out a new rental agreement with the same or another *rental agency* for the same vehicle or other vehicles;
3. The date the group insurance policy is cancelled by the Insurer or Royal Bank. However, such cancellation of coverage shall not apply to travel arrangements charged to your RBC Cash Back Preferred World Elite Mastercard card prior to the cancellation date of the group insurance policy;
4. The date your RBC Cash Back Preferred World Elite Mastercard account is sixty (60) days past due;
5. The date your RBC Cash Back Preferred World Elite Mastercard card is cancelled or card privileges are otherwise terminated;
6. The date Royal Bank receives written notice from you that you choose to cancel your RBC Cash Back Preferred World Elite Mastercard card.

WHAT IS COVERED AND WHAT ARE THE BENEFITS?

When you pay for the entire cost of the rental vehicle using your RBC Cash Back Preferred World Elite Mastercard card and/or RBC Rewards points, this Certificate of Insurance covers you and/or a *rental agency* for loss/damages up to the actual cash value of the damaged or stolen rental vehicle, as well as valid *rental agency* towing and *loss of use* charges when the conditions described in this Certificate of Insurance are met.

This insurance coverage is available on a twenty-four (24)-hour basis unless precluded by law or the coverage is in violation of the terms of the rental contract in the jurisdiction in which it was formed (other than under "What is not covered?" #8 (a), (b) or (c).

This coverage is primary insurance, except in the following circumstances:

- if the *covered person* decides to purchase the *rental agency's* CDW option or its equivalent; or
- in such circumstances where the applicable government insurance legislation states otherwise.

The following types of rental vehicles are covered:

All cars, sport utility vehicles, and *mini-vans* except those listed in the section "What is not covered?"

Also,

- Rental vehicles that are part of prepaid travel packages are also covered if the total package was paid by your RBC Cash Back Preferred World Elite Mastercard card and/or RBC Rewards points;
- You are covered if you receive a "free rental" as a result of a promotion where you have had to make previous vehicle rentals and if each such previous rental was entirely paid for with your RBC Cash Back Preferred World Elite Mastercard card and/or RBC Rewards points;
- You are covered if you receive a "free rental" day(s) as a result of an RBC Rewards program for the number of days of free rental. If the free rental day(s) are combined with rental days for which you pay the negotiated rate, this entire balance must be paid with your RBC Cash Back Preferred World Elite Mastercard card and/or RBC Rewards points.

WHAT IS NOT COVERED?

The Insurer will not pay for any expenses incurred directly or indirectly as a result of:

1. A replacement vehicle for which *your* personal automobile insurance is covering all or part of the cost of the rental;
2. Third party liability (which means *you* injure someone else or damage their property in a motor vehicle *accident*);
3. *Your* personal injury;
4. Damage to property, (except the rental vehicle itself or its equipment);
5. The operation of the rental vehicle at any time during which any *covered person* is driving while intoxicated or under the influence of any narcotic;
6. Any dishonest, fraudulent or criminal act committed by any *covered person*;
7. Wear and tear, gradual deterioration, or mechanical or electrical breakdown or failure, inherent vice or damage, insects or vermin;
8. Operation of the rental vehicle in violation of the terms of the rental agreement except:
 - a. *covered persons* as defined, may operate the rental vehicle;
 - b. the rental vehicle may be driven on publicly maintained gravel roads;
 - c. the rental vehicle may be driven across provincial and state boundaries in Canada and the U.S. and between Canada and the U.S.
9. Seizure or destruction under a quarantine or customs regulations or confiscated by order government or public authority;
10. Transportation of contraband or illegal trade;
11. War, hostile or warlike action, insurrection, rebellion, revolution, civil war, usurped power, or action taken by government or public authority in hindering, combating or defending against such action;
12. Transportation of property or passengers for hire;
13. Nuclear reaction, nuclear radiation, or radioactive contamination;
14. Intentional damage to the rental vehicle by a *covered person*;
15. Expenses due to diminished value of the rental vehicle.

The following vehicles are NOT covered:

1. Vans, cargo vans or mini cargo vans (other than *mini-vans*);
2. Trucks, pick-up trucks or any vehicle that can be spontaneously reconfigured into a pick-up truck);
3. Limousines;
4. Off-road vehicles – meaning any vehicle used on roads that are not publicly maintained roads unless used to ingress and egress private property;
5. Motorcycles, mopeds or motor bikes;
6. Trailers, campers, recreational vehicles or vehicles not licensed for road use;
7. Vehicles towing or propelling trailers or any other object;
8. Mini-buses or buses;
9. Any vehicle with a Manufacturer's Suggested Retail Price (MSRP) excluding all taxes, over sixty-five thousand dollars Canadian (\$65,000 CDN);
10. Exotic vehicles, meaning vehicles such as Aston Martin, Bentley, Bricklin, Daimler, DeLorean, Excalibur, Ferrari, Jensen, Lamborghini, Lotus, Maserati, Porsche, Rolls Royce;
11. Any vehicle which is either wholly or in part hand made, hand finished or has a limited production of under 2,500 vehicles per year;

12. Antique vehicles, meaning a vehicle over twenty (20) years old or which has not been manufactured for ten (10) years or more; and

13. *Tax-free cars.*

Luxury vehicles, including but not limited to BMW, Cadillac, Lincoln and Mercedes Benz are covered as long as they meet the above requirements.

WHAT SHOULD YOU DO IF YOU HAVE A CLAIM?

In the event of loss/damage to your rental vehicle, call 1-800-533-2778 (toll-free) **within forty-eight (48) hours** if you are in Canada or the United States or (905) 816-2581 (collect). The representative will answer your questions and send you a claim form.

- Decide with the rental agent who will make the claim. (Please note: You must notify the rental agency and obtain consent prior to completing any repairs on your own.
- **If the rental agent decides to settle the claim directly**, complete the *accident* report claim form and assign the right for the rental agency to make the claim on your behalf on the claim form or other authorized forms. It is important to note that you remain responsible for the loss/damage and that you may be contacted in the future to answer inquiries resulting from the claims process. The rental agent may fax the required documentation toll-free if they are in Canada or the United States to 1-866-804-2228. Elsewhere the fax number is (905) 813-4791 (collect). Original documentation may also be required in some instances. (If you have any questions, are having any difficulties, or would like the claims administrator to be involved immediately, call the number provided above).
- **If you will be making the claim**, you must call the claims administrator within forty-eight (48) hours of the loss/damage having occurred. Your claim must be submitted with as much documentation as possible, as requested below, within forty-five (45) days of discovering the loss/damage. You will need to provide all documentation within ninety (90) days of the date of loss or damage to the claims administrator at the address provided below.
- For your claim to be reviewed, you must submit the following original documentation, as applicable:
 - the claim form, completed and signed;
 - your RBC Visa statement and/or receipt showing that the rental was paid in full with your RBC Cash Back Preferred World Elite Mastercard card and/or RBC Rewards points;
 - a copy of your invoice showing all prepaid expenses (prepaid rental car payment);
 - a copy of your receipt showing amount of RBC Rewards points redeemed;
 - a copy of your previous rental agreements resulting in a free rental;
 - the original copy of both sides of the vehicle rental agreement;
 - the accident or damage report, including photographs of the damage;
 - the itemized repair bill, or if not available, a copy of the estimate;
 - receipt for paid repairs;
 - the police report, when available;
 - a copy of your billing or pre-billing statement if any repair charges were billed to your account; and
 - a copy of your paid statement or billing indicating the deductible amount (if you have purchased the rental agency's CDW or similar coverage).

Forward this documentation to:

Aviva General Insurance Company

Attention: RBC Visa Claims

PO Box 6, Station A

Mississauga, ON L5A 2Y9

Under normal circumstances, the claim will be reviewed within fifteen (15) days after the claims administrator has received all necessary documentation. If the claim cannot be assessed on the basis of the information that has been provided, it may be closed.

After the Insurer has paid *your* claim, *your* rights and recoveries will be transferred to the Insurer to the extent of the Insurer's payment for the loss/damage incurred when the rental vehicle was under *your* responsibility. This means the Insurer will then be entitled, at its own expense, to sue another party in *your* name. If the Insurer chooses to sue another party in *your* name, *you* must give the Insurer all the assistance the Insurer may reasonably require to secure its rights and remedies. This may include providing *your* signature on all necessary documents that enable the Insurer to sue in *your* name.

Once *you* report loss or damage, a claim file will be opened and will remain open for six (6) months from the date of the loss, or damage. Payment will only be made on a claim or any part of a claim that is completely substantiated as required by the claims administrator within six (6) months of the date of loss/damage.

You should use due diligence and do all things necessary to avoid or reduce any loss or damage to property protected by this Auto Rental Collision/Loss Damage Insurance.

OTHER CLAIM INFORMATION

You may only commence a legal action in the province or territory where the Certificate of Insurance was issued. *You* or *your* heirs assign consent to the transfer of any legal action to the province or territory where the Certificate of Insurance was issued.

WHAT OTHER TERMS SHOULD YOU KNOW ABOUT?

1. *Your* RBC Cash Back Preferred World Elite Mastercard account must be open and in good standing during the rental period.
2. Only the *covered person* may rent a vehicle and may decide to decline the *rental agency's* CDW or an equivalent alternative coverage offering. This coverage applies only to the *covered person's* personal and business use of the rental vehicle.
3. Coverage is limited to one (1) rental vehicle at a time; i.e. if during the same period there is more than one (1) vehicle rented by the *covered person*, only the first rental will be eligible for these benefits.
4. If *you* make a claim knowing it to be false or fraudulent in any respect, *you* will not be entitled to the benefits of this protection, nor to the payment of any claim made under this Certificate of Insurance.
5. The Insurer may, at its discretion, void this insurance contract in the case of fraud or attempted fraud by *you*, or if *you* conceal or misrepresent any material fact or circumstance concerning this insurance contract.
6. On reasonable notice *you* or a claimant under the contract will be provided with a copy of the group contract.
7. Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the Insurance Act (for actions or proceedings governed by the laws of Alberta and British Columbia), The Insurance Act (for actions or proceedings governed by the laws of Manitoba), the *Limitations Act, 2002* (for actions or proceedings governed by the laws of Ontario), or in other applicable legislation in your province of residence. For those actions or proceedings governed by the laws of Quebec, the prescriptive period is set out in the Quebec Civil Code.

PURCHASE SECURITY & EXTENDED WARRANTY CERTIFICATE OF INSURANCE

IMPORTANT – PLEASE READ: This Certificate of Insurance is a valuable source of information and contains provisions that may limit or exclude coverage. Please read this Certificate of Insurance and keep it in a safe place.

INTRODUCTION

Aviva General Insurance Company (the “Insurer”) in Quebec and RBC Insurance Company of Canada (the “Insurer”) in the rest of Canada have issued group insurance policy U 1014457-A to Royal Bank of Canada (“Royal Bank”) to cover expenses incurred by *covered persons* relating to Purchase Security & Extended Warranty. All *covered persons* are clients of the Insurer. This Certificate of Insurance summarizes the provisions of this group insurance policy.

HOW TO OBTAIN ASSISTANCE

If *you* require assistance or have questions about *your* coverage, *you* can contact Assured Assistance Inc. (“Assured Assistance”) by calling:

**1-800-533-2778 toll-free from the US & Canada or
905-816-2581 collect from anywhere in the world.**

HELPFUL INFORMATION ABOUT PURCHASE SECURITY & EXTENDED WARRANTY INSURANCE

- Purchase Security Insurance provides coverage for direct accidental physical loss or damage to *personal property* or *gifts* purchased on *your* RBC Cash Back Preferred World Elite Mastercard card and/or with RBC Rewards® points for one hundred and twenty (120) days from the date of purchase. The maximum amount of coverage is \$50,000, or the equivalent number of RBC Rewards points, per RBC Cash Back Preferred World Elite Mastercard card per year.
- Extended Warranty Insurance automatically triples the original manufacturer’s warranty up to a maximum of two (2) years.
- Remember to obtain a police, fire, homeowner insurance claim, or damage/loss report in the event of a claim as it is required to determine eligibility for benefits.
- This insurance is classified as supplemental, 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.
- It is important that *you* read and understand *your* Certificate of Insurance as *your* coverage is subject to certain limitations or exclusions.

DEFINITIONS

Throughout this document, all italicized terms have the specific meaning explained below.

Additional cardholder means a *co-applicant* or an *authorized user*.

Applicant means a person who has signed and/or submitted an application as the primary cardholder for an RBC Cash Back Preferred World Elite Mastercard card, to whom a card has been issued and in whose name the card account is established. An *applicant* does not include an *additional cardholder*. An *applicant* must be a *permanent resident* of Canada.

Authorized user means a person, other than the *applicant* and the *co-applicant*, to whom an RBC Cash Back Preferred World Elite Mastercard card has been issued at the request of the *applicant* or the *co-applicant*. An *authorized user* must be a *permanent resident* of Canada.

Co-applicant means a person who has signed and/or submitted an application for an RBC Cash Back Preferred World Elite Mastercard card as the *co-applicant* and to whom a card has been issued. A *co-applicant* must be a *permanent resident* of Canada.

Covered person means the *applicant* or *additional cardholder*. A *covered person* may be referred to as “*you*” or “*your*” or “*yourself*”. The *family members* of an *applicant* or *additional cardholder* are not eligible for this insurance.

Family member means *your spouse*, parent, step-parent, grandparent, grandchild, in-law, natural or adopted child, step-child, brother, sister, step-brother step-sister, legal guardian, or legal ward.

Gift means tangible moveable property for the personal use of *your family member*.

Mysterious disappearance means the disappearance of *personal property* or a *gift* in an unexplained manner.

Permanent resident means a person who resides in Canada for at least six (6) months of the year. However, individuals otherwise eligible for coverage who are members of the Canadian Foreign Service need not satisfy this requirement.

Personal property means tangible, moveable property for *your* personal use.

Spouse means the person who is legally married to *you*, or has been living in a conjugal relationship with *you* and residing in the same household as *you* for a continuous period of at least one (1) year.

WHEN DOES COVERAGE BEGIN AND END?

These coverages are effective when *you* use *your* RBC Cash Back Preferred World Elite Mastercard card and/or RBC Rewards points to purchase and pay in full for *personal property* or *gift(s)*. If the *personal property* or *gift(s)* are delivered to *you* or a *family member*, they must be received by *you* or the *family member* in good condition. If only a partial payment is made using RBC Rewards points, the entire balance of the *personal property* or *gift* must be paid using *your* RBC Cash Back Preferred World Elite Mastercard card in order to be covered.

Coverage ends, individually for the *applicant* and each *additional cardholder*, on the earliest of:

1. The date *your* RBC Cash Back Preferred World Elite Mastercard account is cancelled; or
2. The date *your* RBC Cash Back Preferred World Elite Mastercard account is sixty (60) days past due; or
3. The date the group insurance policy is cancelled by the Insurer or Royal Bank. However, such cancellation of coverage shall not apply to *personal property* or *gifts* charged to *your* RBC Cash Back Preferred World Elite Mastercard card prior to the cancellation date of the group insurance policy; or
4. The date Royal Bank receives written notice from *you* that *you* choose to cancel *your* RBC Cash Back Preferred World Elite Mastercard card.

WHAT IS COVERED AND WHAT ARE THE BENEFITS?

PURCHASE SECURITY INSURANCE

Personal property and *gifts* purchased using *your* RBC Cash Back Preferred World Elite Mastercard card and/or RBC Rewards points are insured against all risks of direct accidental physical loss or damage for one hundred and twenty (120) days from the date of purchase.

You are insured for loss or damage in an amount not exceeding the amount shown on *your* RBC Cash Back Preferred World Elite Mastercard sales draft. If *you* have purchased and paid for *personal property* and/or *gifts* using RBC Rewards points, *you* are insured for the amount of RBC Rewards points *you* redeemed to pay for *your* purchase.

The maximum amount of coverage is \$50,000 (or the equivalent number of RBC Rewards points) per RBC Cash Back Preferred World Elite Mastercard account for each year, individually for the *applicant* and each *additional cardholder*.

EXTENDED WARRANTY INSURANCE

Extended Warranty Insurance automatically triples the original manufacturer’s warranty, up to a **maximum extension of two (2) years**. *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. If *you* have a claim under this Certificate of Insurance, it will be reviewed according to the original manufacturer’s

warranty, which will outline all terms and conditions relating to *your personal property or gift*. The terms, conditions and exclusions of this Certificate of Insurance will govern in case of a conflict.

Items covered by Extended Warranty Insurance must have been purchased using *your* RBC Cash Back Preferred World Elite Mastercard card and/or RBC Rewards points. *Personal property* and *gifts* are included. The purchases can be made anywhere in the world. The original warranty must be valid in Canada.

In the event *your* original manufacturer's warranty is no longer available due to the bankruptcy of the manufacturer, this insurance will provide coverage in place of the original manufacturer's warranty. Any warranty coverage provided by RBC shall be for a maximum period of two (2) years.

WHAT IS NOT COVERED?

PERSONAL PROPERTY AND GIFT EXCLUSIONS

The Insurer will not pay for any expenses incurred directly or indirectly relating to:

1. Living plants, animals, fish, or birds.
2. Money, travellers cheques, bullion, stamps, tickets, tokens, evidence of title or any other negotiable item (including but not limited to gift cards and gift certificates).
3. Jewellery, gems, watches and furs or garments trimmed with fur, if contained in baggage, unless such baggage is hand carried at all times by *you, your travelling companion, or family member*.
4. Automobiles, watercraft, amphibious or air cushion vehicles, aircraft, spacecraft, trailers or outboard motors and other accessories attached to or mounted on such property or any motorized vehicles except motorized lawnmowers, other gardening equipment, snow-blowers or motorized wheelchairs for handicapped persons.
5. Property illegally acquired, kept, stored or transported, or property seized or confiscated for breach of any law or by order of any public authority.
6. Any and all business property and equipment intended for commercial use.

GENERAL EXCLUSIONS

The Insurer will not pay for any expenses incurred directly or indirectly as a result of:

1. *Mysterious disappearance of personal property or gifts*, or fraudulent acts by *you or your family members*.
2. 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.
3. Weather conditions and any natural disaster, including flood or earthquake.
4. An act of foreign enemies or rebellion, voluntarily and knowingly exposing *yourself* to risk from an act of war (declared or not) or voluntarily participating in a riot or civil disorder.
5. Loss or damage resulting from intentional or criminal acts committed or attempted to be committed by *you or your family members*.
6. Loss or damage caused by birds, vermin, rodents or insects.
7. Loss or damage to sports equipment and goods where the loss or damage is due to the use thereof.
8. Setting, expansion, contraction, bulging, buckling or cracking, dampness or dryness of atmosphere, changes of temperature, freezing, heating, evaporation, loss of weight, leakage of contents, exposure to light, contamination, change in color or texture or finish, rust or corrosion.
9. Delay, loss of use, or consequential damages.
10. Loss or damage to electrical appliances or devices of any kind (including wiring) when loss or damage is due to electrical currents artificially generated, including arcing, unless fire or explosion ensues and then only for such loss and damage.
11. Loss or damage while undergoing any installation process or while being worked on, where damage results from such installation process or work.

WHAT SHOULD YOU DO IF YOU HAVE A CLAIM?

If *you* call Assured Assistance at the time of the loss as shown under “How to Obtain Assistance,” *you* will receive the necessary claims assistance.

If *you* do not call Assured Assistance, *you* must notify the Claims Centre of *your* claim within thirty (30) days of the date of the loss.

Note: A legal guardian must complete the claim process on behalf of a *covered person* under the age of eighteen (18) in Quebec or under the age of sixteen (16) in the rest of Canada.

For *your* claim to be reviewed, *you* must submit the following original documentation:

- The Insurer’s claim form containing the time, place, cause and amount of the loss or damage;
- A copy of the original merchant’s sales receipt;
- *Your* RBC Visa statement and/or receipt showing that the *personal property* or *gift* was paid in full using *your* RBC Cash Back Preferred World Elite Mastercard card and/or RBC Rewards points;
- The original manufacturer’s warranty (for Extended Warranty Insurance claims only).

Depending on the nature of the claim, the Insurer will require *you* to obtain, at the time of the loss or damage, a police, fire, homeowner insurance claim or damage/loss report or any other report of the damage/loss sufficient to determine eligibility for benefits under this insurance.

When an insured item forms part of a pair or set, the Insurer will reimburse the full purchase price of the pair or set provided that the items are unusable individually and cannot be replaced individually.

Under Extended Warranty Insurance, prior to proceeding with any repair services, *you* must notify the Insurer and obtain approval of the repair services and the repair facility from the Insurer.

For both Purchase Security and Extended Warranty Insurance, at the sole discretion of the Insurer, *you* may be required to send, at *your* expense, the damaged item on which a claim is based, to an address designated by the Insurers.

Submission of claims from all provinces must be made to the Claims Centre:

RBC Insurance Company of Canada

Claims Centre

PO Box 97, Station A

Mississauga, ON L5A 2Y9

1-800-464-3211

You must submit the information required for *your* claim within ninety (90) days of the date of the loss or damage. 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 of the loss or damage or *your* claim will not be reviewed.

OTHER CLAIM INFORMATION

You may only commence a legal action in the province or territory where the Certificate of Insurance was issued. *You* or *your* heirs assign consent to the transfer of any legal action to the province or territory where the Certificate of Insurance was issued.

WHAT OTHER TERMS SHOULD YOU KNOW ABOUT?

1. This insurance is classified as supplemental or excess, in that it covers expenses in excess of expenses payable by any other insurance plan.
2. If *you* incur expenses covered under this insurance due to the fault and/or negligence of a third party, the Insurer may take action against the third party. *You* agree to cooperate fully with the Insurer or its agents and to allow the Insurer or its agents, at its/their own expense, to bring a lawsuit in *your* name against a third party.
3. All amounts are shown in Canadian dollars. If *you* have paid a covered expense, *you* will be reimbursed in Canadian currency at the prevailing rate of exchange quoted by Royal Bank on the date the last service was rendered to *you*. This insurance will not pay for any interest or any fluctuations in the exchange rate.
4. The Insurer may, at its discretion, void this insurance contract in the case of fraud or attempted fraud by *you*, or if *you* conceal or misrepresent any material fact or circumstance concerning this insurance contract.
5. The Insurer maintains the right to salvage any items being replaced including all attachments and accessories.
6. *You* must repay the Insurer any amount paid or authorized by the Insurer on *your* behalf if and when the Insurer determines that the amount is not payable under the terms of this insurance.
7. The Insurer will not be liable for more than the purchase price of the insured item(s) as recorded on the RBC Cash Back Preferred World Elite Mastercard sales draft. If *you* have purchased and paid for *personal property* and/or *gifts* using RBC Rewards points, the Insurer will not be liable for more than the amount of RBC Rewards points *you* redeemed to pay for *your* purchase. The Insurer has the sole option to replace or repair the insured item or reimburse *you*.
8. A limit of \$10,000 per item applies to jewellery, gems, watches and furs or garments trimmed with fur, if these items are considered payable under the terms and conditions of this Certificate of Insurance.
9. This protection shall only benefit *you*. No other person or entity shall have any right, remedy or claim, legal or equitable, to the benefits. *You* shall not assign these benefits without prior written approval of the Insurer. The Insurer will permit *you* to transfer benefits on *gifts* as provided in this plan description and the Certificate of Insurance.
10. On reasonable notice *you* or a claimant under the contract will be provided with a copy of the group contract.
11. Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the Insurance Act (for actions or proceedings governed by the laws of Alberta and British Columbia), The Insurance Act (for actions or proceedings governed by the laws of Manitoba), the *Limitations Act, 2002* (for actions or proceedings governed by the laws of Ontario), or in other applicable legislation in your province of residence. For those actions or proceedings governed by the laws of Quebec, the prescriptive period is set out in the Quebec Civil Code.

COLLECTION AND USE OF PERSONAL INFORMATION

COLLECTING YOUR PERSONAL INFORMATION

We (RBC Insurance Company of Canada) may collect information about you such as:

- information establishing your identity (for example, name, address, phone number, date of birth, etc.) and your personal background;
- information you provide through the application and claims process for any of our insurance products and services; and
- information for the provision of insurance products and services.

We may collect information from you, either directly or through our representatives. We may collect and confirm this information during the course of our relationship. We may also obtain this information from a variety of sources including hospitals, doctors and other health care providers, the government (including government health insurance plans) and governmental agencies, other insurance companies, travel suppliers, law enforcement authorities, private investigators, your family and friends, and any references you provide.

USING YOUR PERSONAL INFORMATION

This information may be used for the following purposes:

- to verify your identity and investigate your personal background;
- to issue and maintain insurance products and services you may request;
- to evaluate insurance risk, manage and coordinate claims, re-price medical expenses and negotiate payment of claims expenses;
- to better understand your insurance situation;
- to determine your eligibility for insurance products and services we offer;
- to help us better understand the current and future needs of our clients;
- to communicate to you any benefit, feature and other information about products and services you have with us;
- to help us better manage our business and your relationship with us; and
- as required or permitted by law.

For these purposes, we may make this information available to our employees, our agents, service providers and other third parties, who are required to maintain the confidentiality of this information.

In the event our service provider is located outside of Canada, the service provider is bound by, and the information may be disclosed in accordance with, the laws of the jurisdiction in which the service provider is located. Third parties may include other insurance companies, other financial institutions, health organizations and the government (including government health insurance plans) and governmental agencies

Upon your request, we may give this information to other persons.

We may also use this information and share it with RBC companies (i) to manage our risks and operations and those of RBC companies, (ii) to comply with valid requests for information about you from regulators, government agencies, public bodies or other entities who have a right to issue such requests, and (iii) to let RBC companies know your choices under “Other uses of your personal information” for the sole purpose of honouring your choices.

OTHER USES OF YOUR PERSONAL INFORMATION

- We may use this information to promote our insurance products and services, and promote products and services of third parties we select, which may be of interest to you. We may communicate with you through various channels, including telephone, computer or mail, using the contact information you have provided.

- We may also, where not prohibited by law, share this information with RBC companies for the purpose of referring you to them or promoting to you products and services which may be of interest to you. We and RBC companies may communicate with you through various channels, including telephone, computer or mail, using the contact information you have provided. You acknowledge that as a result of such sharing they may advise us of those products or services provided.
- If you also deal with RBC companies, we may, where not prohibited by law, consolidate this information with information they have about you to allow us and any of them to manage your relationship with RBC companies and our business.

You understand that we and RBC companies are separate, affiliated corporations. RBC companies include our affiliates which are engaged in the business of providing any one or more of the following services to the public: deposits, loans and other personal financial services; credit, charge and payment card services; trust and custodial services; securities and brokerage services; and insurance services.

You may choose not to have this information shared or used for any of these “Other uses” by contacting us as set out below, and in this event, you will not be refused insurance products or services just for that reason. We will respect your choices and, as mentioned above, we may share your choices with RBC companies for the sole purpose of honouring your choices regarding “Other uses of your personal information”.

YOUR RIGHT TO ACCESS YOUR PERSONAL INFORMATION

You may obtain access to the information we hold about you at any time and review its content and accuracy, and have it amended as appropriate; however, access may be restricted as permitted or required by law. To request access to such information, to ask questions about our privacy policies or to request that the information not be used for any or all of the purposes outlined in “Other uses of your personal information” you may do so now or at any time in the future by contacting us at:

RBC Insurance Company of Canada
P.O. Box 97, Station A
Mississauga, Ontario L5A 2Y9

Phone: 1-866-863-6970
Fax: 905-813-4701

OUR PRIVACY POLICIES

You may obtain more information about our privacy policies by asking for a copy of our “Financial fraud prevention and privacy protection” brochure, by calling us at the toll free number shown above or by visiting our web site at www.rbc.com/privacysecurity.



Royal Bank

® / ™ Trademark(s) of Royal Bank of Canada. RBC and Royal Bank are registered trademarks of Royal Bank of Canada. † All other trademarks are the property of their respective owner(s).

VPS97908

116370 (05/2017)