RBC Royal Bank® Visa‡ CreditLine for Small Business™

Purchase Security & Extended Warranty Certificate of Insurance

45122 (11/2023)

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

RBC Insurance Company of Canada (the "Insurer") has issued group insurance policy U-1014457-A to Royal Bank of Canada ("Royal Bank") to cover losses incurred by *covered persons* relating to Purchase Security & Extended Warranty. All *covered persons* are clients of RBC Insurance Company of Canada. This Certificate of Insurance contains the terms and conditions of this group insurance policy.

HOW TO OBTAIN ASSISTANCE

RBC Insurance Company of Canada has appointed AZGA Service Canada Inc. (operating as "Allianz Global Assistance") as the provider of all assistance and claims services under this Certificate of Insurance.

If *you* require assistance or have questions about *your* coverage, *you* can contact *us* by calling:

1-800-511-4607 toll-free from the US & Canada or 905-816-2583 collect from anywhere in the world.

HELPFUL INFORMATION ABOUT PURCHASE SECURITY & EXTENDED WARRANTY INSURANCE

- Purchase Security Insurance provides coverage for loss or accidental physical damage to *insured items* purchased with *your* RBC Royal Bank Visa CreditLine for Small Business card and/or with Avion® points for ninety (90) days from the date of purchase. The maximum amount of coverage is $50,000, or the equivalent number of Avion points, per RBC Royal Bank Visa CreditLine for Small Business card per calendar year.
- Extended Warranty Insurance automatically doubles the original *manufacturer's warranty* for up to a maximum of one (1) year.
- Remember to obtain a police, fire business insurance claim damage/loss report in the event of a claim as it is required to determine eligibility for benefits.

IMPORTANT!

Purchase Security Insurance coverage is excess insurance and *we* are the last payor. All other insurance sources of recovery and indemnity payments must be exhausted before any payments will be made under this coverage. For example, if *you* are covered under business insurance, this insurance will cover the deductible only.

DEFINITIONS

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

Applicant means a person who is a business owner, who has signed and/or submitted an application as the cardholder for an RBC Royal Bank CreditLine for Small Business card, and to whom a card has been issued. An *applicant* may be referred to as "*you*" or "*your*" or "*yourself*". An *applicant* must be a *permanent resident* of Canada.

Covered person means the *applicant* A *covered person* may be referred to as "*you*" or "*your*" or "*yourself*".

Insured item means an item (a pair or set being one item) of business property (not for personal purposes) for which the full purchase price is charged to *your* RBC Royal Bank CreditLine for Small Business card and/or paid for by using Avion points.

Manufacturer's warranty means an expressly written warranty issued by the manufacturer of the *insured item* at the time of purchase. The *manufacturer's warranty* must be provided at no additional cost and be valid in Canada.

Mysterious disappearance means when the *insured item* in question cannot be located, and the circumstances of its disappearance cannot be explained and do not lend themselves to a reasonable inference that a covered loss occurred.

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 and Canadian Military need not satisfy this requirement.

We, ***us*** and ***our*** refer to RBC Insurance Company of Canada and/or Allianz Global Assistance providing services under this Certificate of Insurance.

WHEN DOES COVERAGE BEGIN AND END?

These coverages are effective when *you* use *your* RBC Royal Bank Visa CreditLine for Small Business card and/or Avion points to purchase and pay in full for an *insured item*. If the *insured item* is delivered to *you*, it must be received and accepted by *you* in good condition. If only a partial payment is made using Avion points, the entire balance of the *insured item* must be paid using *your* RBC Royal Bank Visa CreditLine for Small Business card in order to be covered.

Coverage ends for the *applicant* on the earliest of:

1. The date *you* or the Royal Bank cancels *your* RBC Royal Bank Visa CreditLine for Small Business account; or
2. The date *your* RBC Royal Bank Visa CreditLine for Small Business card is sixty (60) days past due. However, such termination of coverage shall not apply to fares charged to *your* account prior to the cancellation of the card; or
3. The date the group insurance policy is cancelled by *us* or Royal Bank. However, such cancellation of coverage shall not apply to *insured items* charged to *your* RBC Royal Bank Visa CreditLine for Small Business card prior to the cancellation date of the group insurance policy.

WHAT IS COVERED AND WHAT ARE THE BENEFITS?

Purchase Security Insurance

Insured items purchased using *your* RBC Royal Bank Visa CreditLine for Small Business card and/or Avion points are insured against risks of loss or accidental physical damage for ninety (90) days from the date of purchase.

You are insured for loss or accidental physical damage to an *insured item* in an amount not exceeding the amount shown on *your* RBC Royal Bank Visa CreditLine for Small Business credit card statement. If *you* have purchased and paid for an *insured item* using Avion points, *you* are insured for the amount of Avion points *you* redeemed to pay for *your* purchase. *We* have the sole option to replace or repair the *insured item* or reimburse *you*.

The maximum amount of coverage is $50,000 (or the equivalent number of Avion points) per RBC Royal Bank Visa CreditLine for Small Business card for each calendar year.

Extended Warranty Insurance

Extended Warranty Insurance automatically doubles the original *manufacturer's warranty*, up to a **maximum extension of one (1) year**. *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 insured item*. The terms, conditions and exclusions of this Certificate of Insurance will govern in case of a conflict.

Insured items covered by Extended Warranty Insurance must have been purchased using *your* RBC Royal Bank Visa CreditLine for Small Business and/or Avion points. 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*, to a maximum of one (1) year from the date of bankruptcy of the manufacturer.

WHAT IS NOT COVERED?

Insured item exclusions

This insurance will not pay for any claim, damage, loss or expense for the following:

1. Living plants, animals, fish and birds.
2. Consumable or perishable items.
3. 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).
4. Jewellery, gems, watches, furs, or garments trimmed with fur, while in baggage that was not hand carried at all times by *you*.
5. Land or water based motorized vehicles, amphibious or air cushion vehicles, aircraft, drones, spacecraft, trailers or outboard motors and other accessories attached to or mounted on such property.
6. An *insured item* which is delivered and received by *you* damaged.
7. An *insured item* with a *manufacturer's warranty* not valid in Canada.
8. An *insured item* with a lifetime warranty.
9. Property illegally acquired, kept, stored or transported, or property seized or confiscated for breach of any law or by order of any public authority.
10. Any and all property and equipment intended for personal use.

General exclusions

This insurance will not pay for any claim, damage, loss or expense incurred directly or indirectly as a result of:

1. *Mysterious disappearance* of an *insured item*.
2. Fraud.
3. 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.
4. Weather conditions and any natural disaster, including flood or earthquake.
5. An act of war whether declared or undeclared, rebellion, exposure to nuclear reaction or radiation, or radioactive biological or chemical contamination.
6. *Your* involvement in the commission or attempted commission of a criminal offence or illegal act.
7. Birds, vermin, rodents or insects.
8. Damage to sports equipment and goods when being used for its intended purpose.
9. 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.
10. Delay, loss of use, or consequential damages.
11. 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.
12. *Insured items* 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 *us* at the time of the loss as shown under "How to Obtain Assistance," *you* will receive the necessary claims assistance.

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

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

- the claim form containing the time, place, cause and amount of the loss or damage. Please contact *us* to obtain a claim form.
- a copy of the original merchant's sales receipt;
- *your* RBC Visa statement and/or receipt showing that the *insured item* was paid in full using *your* RBC Royal Bank Visa CreditLine for Small Business card and/or Avion points;
- confirmation of business insurance deductible;
- a copy of the detailed police/loss report;
- if the item is repairable, provide a repair estimate;
- if the item is not repairable, please provide pictures;
- the original *manufacturer's warranty* (for Extended Warranty Insurance claims only);
- a written estimate of the repair from an authorized dealer (for Extended Warranty Insurance claims only); and
- any additional documentation requested that is required to review the claim. Failure to provide the applicable documentation may result in the denial of *your* claim.

Depending on the nature of the claim, *you* will be required to obtain, at the time of the loss or damage, a police, fire, business insurance claim 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, *we* 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 *us* and obtain approval of the repair services and the repair facility.

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

Submission of claims can be made to:

RBC Insurance Company of Canada Claims
c/o Allianz Global Assistance
P.O. Box 277
Waterloo, ON N2J 4A4
1-800-511-4607

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.

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

How to 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 **www.rbcinsurance.com** under "Make a Complaint" at **https://www.rbc.com/customercare/index.html**.

Other claim information

You may only commence a legal action in the province or territory where the Certificate of Insurance was issued. *You*, *your* heirs, and *your* assigns 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. If *you* incur expenses covered under this insurance due to the fault and/or negligence of a third party, *we* may take action against the third party. *You* agree to cooperate fully with *us* or *our* agents and to allow *us* or *our* agents, at *our* own expense, to bring a lawsuit in *your* name against a third party.
2. All payments shall be payable in the lawful currency of Canada. All benefit limits indicated are in Canadian currency. This insurance will not pay for any interest or any fluctuations in the exchange rate.
3. *We* may, at *our* discretion, void this insurance contract in the case of fraud or attempted fraud by *you*, *your* family or others acting on *your* behalf, or if *you* conceal or misrepresent any material fact or circumstance concerning this insurance contract.
4. *We* maintain the right to salvage any items being replaced including all attachments and accessories.
5. *You* must repay *us* any amount paid or authorized by *us* on *your* behalf if and when *we* determine that the amount is not payable under the terms of this insurance.
6. *We* will not be liable for more than the purchase price of the *insured item(s)* as recorded on the RBC Royal Bank CreditLine for Small Business credit card statement. If *you* have purchased and paid for the *insured items* using Avion points, *we* will not be liable for more than the amount of the Avion points *you* redeemed to pay for *your* purchase.
7. 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.
8. This insurance 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 from *us*.
9. *You* have the right to request a copy of the policy of group insurance.
10. 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, USE AND SHARING 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 shared 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.

Your personal information may be transmitted through, stored or processed in jurisdictions other than where you are based, in which case the information is bound by the laws of these jurisdictions. If your personal information is transferred to a country/province other than your home jurisdiction, we will take measures to protect your personal information with appropriate contract clauses or other applicable safeguards.

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.

We may also use automated processing to make decisions about you, including underwriting and claims adjudication, where applicable.

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 learn more about our use of automated processing, 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: 1-888-298-6262

Our Privacy Notices

All collection, use, and sharing of your personal information will be in accordance with our Global Privacy Notice and Digital Channel Privacy (available at **www.rbc.com/privacysecurity**), which form part of these terms.