

# INSURANCE PRODUCT SUMMARY

## \$500,000 Travel Accident Insurance

Master Group Policy – TMH600135

### Summary of coverage included with your American Express® Aeroplan® Card

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| <b>Insurer:</b><br><b>Chubb Life Insurance Company of Canada</b><br>199 Bay Street, Suite 2500, P.O. Box 139<br>Commerce Court West Postal Station<br>Toronto, ON M5L 1E2<br><br>AMF Register – Insurer's Number.: 2000461714 | <b>INSURER CUSTOMER SERVICE HELPLINE</b><br>1-877-777-1544  |
| <b>Distributor:</b><br><b>Amex Bank of Canada</b><br>2225 Sheppard Ave E,<br>North York, ON M2J 5C2   | <b>CUSTOMER SERVICE HELPLINE</b><br>1-800-869-3016<br>General Inquiries only  |
| <b>Autorité des marchés financiers:</b><br><br>Place de la Cité, tour Cominar<br>2640 boulevard Laurier, 4e étage<br>Québec (Québec) G1V 5C1  | Québec City: 418-525-0337<br>Montreal: 514-395-0337<br>Toll Free: 1-877-525-0337<br>Fax: 418-525-9512<br><b>Website:</b> <a href="http://www.lautorite.qc.ca">www.lautorite.qc.ca</a> |

#### What is the purpose of this document?

This Summary has been provided to help you decide if the insurance included with your AMEX card meets your needs. **This is not your Certificate of Insurance.** The information contained in this Summary is not exhaustive. For complete details, please refer to your Certificate of Insurance by clicking on the following link:

[https://www.chubb.com/content/dam/chubb-sites/chubb-com/ca-en/business-insurance/distribution-guides/documents/pdf/American\\_Express\\_Aeroplan\\_Card-Certificate\\_of\\_Insurance.pdf](https://www.chubb.com/content/dam/chubb-sites/chubb-com/ca-en/business-insurance/distribution-guides/documents/pdf/American_Express_Aeroplan_Card-Certificate_of_Insurance.pdf)

#### What is this insurance for?

Common Carrier Accident Insurance provides coverage for an accidental death or dismemberment resulting from riding as a passenger on a common carrier (land, air or water vehicle). Alternate Transportation Insurance provides coverage for an injury resulting from an accident during a trip while riding as a passenger in or being struck by any conveyance providing alternate transportation for a scheduled flight. Many conditions apply.

#### Who is eligible for insurance?

**Warning:** Words or phrases in bold type in this Summary are defined in the Certificate of Insurance. You should be familiar with these definitions. Refer to the Certificate of Insurance (page 13) to see how the definitions apply to you.

To be eligible for this insurance coverage:

- A. you must be the Basic or Supplementary Cardmember who has an American Express Card issued by Amex Bank of Canada ("American Express") in his or her name, or
- B. you must be the Spouse or dependent child under age 23 of such person; and
- C. the American Express Card account must be billed in Canada.

## Summary of key conditions

### Who can be insured?

- A. you, provided you meet all the eligibility requirements described above; and
- B. your Spouse or dependent child under age 23 provided you meet all the eligibility requirements described above.

### TRAVEL INSURANCE COVERAGE

The Insurer will pay the applicable benefit amount if you suffer a Loss from an Injury while coverage is in force under the Policy, but only if such Loss occurs within 100 days after the date of the accident which caused the Injury. In no event will the Insurer pay for more than one Loss sustained as a result of any one accident. The benefit amount paid will be for the greatest Loss.

#### Common Carrier Benefit:

A benefit is payable under the Policy if you sustain an Injury as a result of an accident which occurs while riding solely as a passenger in or boarding or alighting from a Common Carrier Conveyance or being struck by such Common Carrier Conveyance on a Covered Trip.

#### Alternate Transportation Benefit:

A benefit is payable under the Policy if you sustain an Injury as a result of:

1. an accident which occurs on a Covered Trip while riding as a passenger in or boarding or alighting from any conveyance providing alternate transportation for a Scheduled Airline flight which was delayed or rerouted, requiring the carrier which would have operated the flight to arrange for such alternate transportation; or
2. being struck by a conveyance providing alternate transportation for a Scheduled Airline flight.

### EXPOSURE AND DISAPPEARANCE

If you are unavoidably exposed to the elements because of an accident on a Covered Trip which results in the disappearance, sinking or wrecking of a Common Carrier Conveyance, and if as a result of such exposure you suffer a Loss for which benefits are otherwise payable under the Policy, such Loss will be covered under the Policy.

If you disappear because of an accident on a Covered Trip which results in the disappearance, sinking or wrecking of a Common Carrier Conveyance, and if your body has not been found within 52 weeks after the date of such accident, it will be presumed, provided there is no evidence to the contrary, that you suffered Loss of life as a result of Injury covered by the Policy.

### MAXIMUM INDEMNITY

If you have multiple American Express Cards, the Insurer under the Policy will only pay the highest amount payable under one American Express Card, as stated in "Benefit Amounts", for any one Loss sustained by you as a result of any one accident.

## What's not covered?

### EXCLUSIONS

For a detailed list of all exclusions, refer to page 15 of the Certificate of Insurance.

**This insurance does not cover any Loss** caused or contributed to by:

1. suicide or intentionally self-inflicted Injury by the Covered Person, or any attempt thereat;
2. war or any act of war, whether declared or undeclared; however, any act committed by an agent of any government, party or faction engaged in war, hostilities or other warlike operations provided such agent is acting secretly and not in connection with any operation of armed forces (whether military, naval or air forces) in the country where the Injury occurs shall not be deemed an act of war;
3. the commission or aiding and abetting in the commission of an offense under the Criminal Code of Canada or the laws of another country, or any attempt thereat, by or on behalf of the Covered Person or his or her beneficiaries;
4. Injury sustained while serving as an operator or crew member of any conveyance;
5. Injury received while driving, riding as a passenger in, boarding or alighting from a rental vehicle;
6. the Covered Person taking any alcohol, drug, medication, gas or poison unless taken as prescribed by a physician;
7. directly or indirectly, the actual, alleged or threatened discharge, dispersal, seepage, migration, escape, release of or exposure to any hazardous biological, chemical, nuclear or radioactive material, gas, matter or contamination.

## When does coverage apply?

During a trip taken by you between the point of departure and the final destination as shown on your ticket or verification issued by the Common Carrier Conveyance provided your fare for such trip has been charged to an American Express Card prior to any Injury.

## When does coverage end?

The insurance of any Covered Person will terminate:

1. on the date the Policy terminates; or
2. on the date the person ceases to be a Covered Person under the Policy.

## To file a claim

- You must call us as soon as possible after the incident.
- We will provide you with instructions needed to file a claim.
- You must submit your claim to us **within 30 days** of the incident.

### FILING A CLAIM

If a Loss occurs, You should contact the Insurer and file a claim. The procedure for filing a claim is detailed on page 15 of the Certificate of Insurance.

#### A. Submission of a Claim

All claims must be reported in writing to the Insurer within 30 days of the covered Loss. The Insurer will send you forms for giving proof of loss within 15 days of the notice of loss.

To file a claim, complete the claim form and return it, with supporting documents listed on the form to:

Chubb Life Insurance Company of Canada  
199 Bay Street - Suite 2500  
P.O. Box 139, Commerce Court Postal Station  
Toronto, Ontario M5L 1E2

#### B. Deadline to Submit a Claim

The claim form and the required documents must be completed as requested and returned to the Insurer as soon as possible within 30 days after the loss or, if you are a Quebec resident, within the year of the loss if you prove your impossibility to act within 30 days after the loss. Your insurance must not have been terminated at the time of loss.

#### C. Insurer's Reply

If your claim is approved, the benefit is paid within 15 days of receipt of all documents necessary for the Claims Agent to process your claim. If your claim is denied or the Insurer pays only a portion of the benefit, you will receive a letter explaining the reasons for the Insurer's decision within 15 days of receiving the documents required to process the claim.

#### D. Appeal of an Insurer's Decision and Recourses

You may appeal from the Insurer's decision if you disagree with the outcome. You have 31 days from the date of the Insurer's decline of your claim to appeal from decision. Your appeal to the Claims Agent must be in writing. The Insurer will send you a response within 30 days of receipt of your request to review. You may also contact the Autorité des marchés financiers or your own lawyer.

HELPLINE

Canada and the United States  
1-877-772-7797 (toll free)

### What are the consequences of misrepresentation or failure to disclose?

Any misrepresentation, inaccurate representation or failure to disclose could lead to the Policy being cancelled, coverage being denied, or benefits being refused or reduced. Should you have any questions, please contact the Insurer.

### What if I change my mind after applying for an American Express card?

Coverage can be cancelled by cancelling Your American Express Card without penalty at any time. The insurance is non-refundable, as there is no insurance premium nor additional fee. To cancel Your insurance coverage, You must send notice of cancellation of the card to the Distributor that provided You with Your card.

### Privacy

You may consult the Insurer's Privacy policy to understand how they collect and use your personal information. You may request to review Your personal information in your file or request to make a correction by writing to: The Privacy Officer; Chubb Life Insurance Company of Canada, 199 Bay Street, Suite 2500, Toronto, Ontario, M5L 1E2. For more information on privacy at Chubb Life, visit: <https://www.chubb.com/ca-en/privacy-policy.aspx>

### Other conditions and exclusions may apply

**Additional conditions and exclusions are described in detail in the Certificate of Insurance.** You can view the Certificate of Insurance by following the link on the first page of this Summary. Please read it carefully.

### How much does it cost?

The insurance is included with your AMEX card. No separate fees, premiums or expenses will be charged.

### What happens in the event of a dispute?

- We're here to help you, please contact us for support.
- You must comply with the time limits imposed by law if you wish to bring a proceeding or any other action against the insurer.

### COMPLAINT TO THE INSURER AND COMPLAINT RESOLUTION PROCESS

To make a complaint and access the Insurer's policy on handling complaints, please click on the following link: <https://www.chubb.com/ca-en/complaint-resolution-process.aspx>

### Have a question?

Insurer Customer Service: 1-877-777-1544

AMEX Customer Service: 1-800-869-3016  
General Inquiries only

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