

Certificate of Insurance and Statement Of Service

HSBC Advance Mastercard® and HSBC Gold Mastercard® Cardholders

DEFINITIONS

Throughout this document, all capitalized terms have the specific meaning provided below:

Accident means a sudden, unexpected and unforeseeable cause of injury from an external source.

Accidental Bodily Injury means bodily injury caused by an Accident that:

1. occurs while the insurance evidenced by this Certificate of Insurance is in force;
2. results directly in any of the losses to which the insurance applies within 365 days after the date of the Accident; and
3. independent of any disease, bodily infirmity, bodily malfunction or any other cause.

Account means the Primary Cardholder's HSBC Mastercard Account which is in Good Standing with the Policyholder.

Administrator means the Insurer and/or the service provider(s) arranged by the Insurer to provide claims payment and administrative services under the Policy.

Cardholder means the Primary Cardholder and any supplemental Cardholder, who is a natural person, resident in Canada and who is also issued an HSBC Mastercard and whose name is embossed on the card. Cardholder may also be referred to herein using "You" and "Your."

Common Carrier means any land, air or water conveyance, which is licensed to carry passengers without discrimination and for hire, excluding courtesy transportation provided without a specific charge.

Dependent Child means Your unmarried natural, adopted or step-children who are dependent on You for maintenance and support and who are either:

1. under 21 years of age; or
2. 21 years of age or over and
 - mentally or physically challenged and incapable of self-support; or
 - in full-time attendance at a governmentally accredited or recognized institution of higher learning and not have reached the age of 26.

Dollars and "\$" means Canadian dollars.

Eligible Expenses mean charges for any of the following travel arrangements which have been booked or reserved prior to Trip departure:

1. cost of transportation by a Common Carrier;
2. cost of hotel or similar accommodations; and
3. cost of a package tour which has been sold as a unit and includes at least two of the following:
 - a) transportation by a Common Carrier;
 - b) car rental;
 - c) hotel or similar accommodation;
 - d) meals;
 - e) tickets or passes for sporting events or other entertainment, exhibition or comparable event; or
 - f) lessons or the services of a guide.

Full Cost means the entire cost of an item of personal property or fare for travel (including taxes) and does not include any reduced cost resulting from the redemption of store credits, gift cards, or reward points programs, with the exception of HSBC Rewards Program.

Good Standing means, with respect to an Account, that the primary Cardholder has not advised the Policyholder to close it, it is in compliance with all terms of the Cardholder Agreement and the Policyholder has not suspended or revoked credit privileges or otherwise closed the Account.

HSBC Mastercard means an HSBC Advance Mastercard and/or an HSBC Gold Mastercard issued by the Policyholder.

HSBC Rewards Program means a Rewards program made available to eligible Cardholders by the Policyholder.

Immediate Family Member means the Cardholder's Spouse, child, parent, parent-in-law, or sibling.

Immediate Relative means the Primary Cardholder's Spouse, child, step-child, child-in-law, parent, step-parent, parent-in-law, sibling, step-sibling, sibling-in-law, grandparent, step-grandparent, grandchild, or step-grandchild.

Insured Person means a Cardholder and certain other eligible persons, as specified under the applicable coverage.

Mysterious Disappearance means an article of personal property cannot be located and the circumstances of its disappearance cannot be explained or do not lend themselves to a reasonable inference that a theft occurred.

Occupying means in or upon or entering into or alighting from.

Original Manufacturer's Warranty means an express written warranty valid in Canada and issued by the original manufacturer of personal property, excluding any extended warranty offered by the manufacturer or any third party.

Other Insurance/Protection means all other insurance, indemnity, warranty, or protection that is available to the Cardholder in respect of a loss subject to a claim under this Certificate of Insurance and includes group and individual insurance (including home insurance and renter's insurance), credit card coverage (whether group or individual), manufacturer or retailer product protection plans and extended warranties, and any other similar insurance, protection or reimbursement plans.

Physician means a Physician or surgeon who is registered or licensed to practice medicine in the jurisdiction where the medical treatment or service is provided, and who is not related by blood or marriage to the Insured Person to whom the service is rendered.

Primary Cardholder means the principal applicant for an Account who is a natural person, resident in Canada, and to whom the Policyholder has issued an HSBC Mastercard.

Rental Agency(ies) means an auto Rental Agency registered or licensed to rent vehicles. For greater certainty, the term Rental Agency refers to traditional auto Rental Agencies. Rental Agency does not include agencies or online marketplace services which facilitate the rental of privately-owned vehicles, or other similar services.

Spouse means the person who is lawfully married to the Cardholder, or the person who is living with the Cardholder for a continuous period of at least one year and who is publicly represented as the Cardholder's spouse.

Ticket means evidence of fare paid for travel on a Common Carrier, which has been charged in full to the Account.

Travel Companion means a person booked to travel with You and/or Your Spouse on a Trip, and who has prepaid accommodations and/or transportation arrangements for the same Trip.

Trip means a scheduled period of time during which an Insured Person is away from their province or territory of residence in Canada.

Certificate of Insurance

Amended and Restated Effective February 1, 2023
Master Policy: HSBCG0805

IMPORTANT NOTICE - READ CAREFULLY BEFORE YOU TRAVEL

Your credit card includes travel coverage – what's next?

We want You to understand (and it is in Your best interest to know) what Your Certificate of Insurance includes, what it excludes, and what is limited (payable but with limits). Please take time to read through Your Certificate of Insurance before You travel. Capitalized terms are defined in the Definitions section on page 1.

- Travel insurance covers claims arising from sudden and unexpected situations (i.e.: accidents).
- To qualify for this insurance, You must meet all the eligibility requirements.
- This insurance contains limitations and exclusions (e.g.: Medical Conditions that are not stable, Trip commenced against the advice of a Physician, pregnancy, child born on trip, high risk activities, etc.).
- In the event of a claim, Your prior medical history may be reviewed.

IT IS YOUR RESPONSIBILITY TO UNDERSTAND YOUR COVERAGE. IF YOU HAVE QUESTIONS, CALL 1-800-668-8680.

This Certificate of Insurance contains clauses which may limit the amount payable. Additionally, this Certificate of Insurance contains provisions removing or restricting the right of the Insured Person to designate persons to whom or for whose benefit insurance money is payable.

This Certificate of Insurance contains information about Your insurance. Please read it carefully and keep it in a safe place. You should carry this Certificate of Insurance with You when You travel. Refer to the Definitions section on page 1, and the paragraph following this one for the meaning of all capitalized terms.

Purchase Assurance, Extended Warranty, Car Rental Collision/Loss Damage, Personal Effects, and Trip Interruption Insurance are insurance coverages underwritten by American Bankers Insurance Company of Florida; and Common Carrier Accidental Death/Dismemberment and Car Rental Accidental Death/Dismemberment are insurance coverages underwritten by American Bankers Life Assurance Company of Florida (hereinafter collectively referred to as "Insurer") under Master Policy number HSBCG0805 (hereinafter referred to as the "Policy") issued by the Insurer to HSBC Bank Canada (hereinafter called the "Policyholder"). Claim payments and administrative services under the Policy are arranged by the Insurer.

The terms, conditions and provisions of the Policy are summarized in the Certificate of Insurance, which is incorporated into and forms part of the Policy. All benefits are subject in every respect to the Policy, which alone constitutes the agreement under which benefits will be provided. You, or a person making a claim under the Certificate of Insurance, may request a copy of the Policy and/or a copy of Your application for this insurance (if applicable) by writing to the Insurer at the address shown below.

In no event will a corporation, partnership or business entity be eligible for the insurance coverage provided by the Certificate of Insurance.

American Bankers Insurance Company of Florida and American Bankers Life Assurance Company of Florida – Canadian head office is located at 5000 Yonge Street, Suite 2000, Toronto, Ontario, M2N 7E9.

PURCHASE ASSURANCE AND EXTENDED WARRANTY INSURANCE

Purchase Assurance and Extended Warranty Insurance are available only to the Cardholder. No other person or entity shall have any right, remedy or claim, legal or equitable, to the benefits.

There is a lifetime maximum benefit of \$60,000 per Account.

Purchase Assurance

Benefits

Purchase Assurance coverage automatically protects most new personal items purchased anywhere in the world for 90 days from the date of purchase in the event of loss, damage or theft when the Full Cost of such items is charged to the Account, subject to the Limitations and Exclusions below.

If a covered item is lost, stolen or damaged, upon approval and as directed by the Administrator, You can proceed with the repair or replacement of the covered item. You will then be reimbursed the repair or replacement cost, not exceeding the covered item's original price charged to the Account, subject to the terms, exclusions, limitations, and limits of liability set out in this Certificate of Insurance.

Reimbursement will be issued upon the Administrator receiving evidence that the covered item was repaired or replaced, and the cost of repair or replacement has been charged to the Account. If replacing the covered item, the replacement **MUST** be an identical item. If an identical item is not readily available, the replacement item must be of like kind and quality with comparable features as the original covered item.

Under certain circumstances, the Administrator may, at their sole discretion, choose to reimburse You the covered item's original price charged to the Account.

Limitations and Exclusions

Purchase Assurance benefits are not available in respect of the following:

1. traveller's cheques, cash (whether paper or coin), bullion, precious metals, tickets, documents, stamps, negotiable instruments or property of a similar nature;
2. animals or living plants;
3. golf balls or other sports equipment lost or damaged during the course of normal use;
4. mail order, Internet, telephone purchases or any purchase being shipped until delivered and accepted by You in new and undamaged condition;
5. services, including delivery and transportation costs of items purchased;
6. automobiles, motorboats, airplanes, motorcycles, motor scooters, e-bikes, snowblowers, riding lawn mowers, golf carts, lawn tractors, any other motorized vehicles (except for miniature electrically powered vehicles intended for recreational use by children), or any of their respective parts or accessories that do not function independently from the motorized vehicle;
7. unmanned or remotely operated aircraft systems such as, but not limited to, drones;
8. any consumable good such as, but not limited to, food, liquor, cosmetics, fragrances, and in-home test kits (whether medically necessary or not);
9. jewellery and gems stored in baggage unless such baggage is hand carried under the personal supervision of the Cardholder or the Cardholder's Travelling Companion with the Cardholder's knowledge;
10. used or previously owned or refurbished items;
11. one-of-a-kind items, antiques, collectibles and fine arts; or
12. items purchased and/or used by or for a business or for commercial gain.

Purchase Assurance does not provide benefits for:

1. losses caused by or resulting from fraud, misuse or lack of care, improper installation, hostilities of any kind (including war, terrorism, invasion, rebellion or insurrection), confiscation by authorities, risks of contraband, illegal activities, normal wear and tear, flood, earthquake, radioactive contamination, Mysterious Disappearance, or product defects which would not have been covered by the Original Manufacturer's Warranty; or
2. bodily injury, property damage, consequential damages, punitive damages, exemplary damages and legal fees.

Purchase Assurance is not shipping insurance. Items ordered by mail, internet, telephone, or any purchased item being shipped to You is not eligible for coverage under Purchase Assurance until delivered and accepted by You in new and undamaged condition.

Extended Warranty

Benefits

Extended Warranty coverage automatically and without registration, provides You with double the period of repair services otherwise provided by the Original Manufacturer's Warranty, to a maximum of 1 additional year, on most personal items purchased new when the Full Cost of such items is charged to the Account, subject to the Limitations and Exclusions below.

In all cases, Extended Warranty coverage is limited to personal items with an Original Manufacturer's Warranty of 5 years or less. Most personal items with an Original Manufacturer's Warranty of more than 5 years will be covered if registered with the Administrator within the first year of purchase (refer to the section "Registration" below).

Extended Warranty coverage applies to any parts and/or labour costs resulting from mechanical breakdown or failure of a covered item where such obligation was specifically covered under the terms of the Original Manufacturer's Warranty.

Upon approval, and as directed by the Administrator, You can proceed with the repair or replacement of the covered item. You will then be reimbursed the repair or replacement cost, not exceeding the covered item's original price charged to the Account, subject to the terms, exclusion, limitations, and limits of liability set out in this Certificate of Insurance.

Reimbursement will be issued upon the Administrator receiving evidence that the covered item was repaired or replaced, and the cost of repair or replacement has been charged to the Account. If replacing the covered item, the replacement **MUST** be an identical item. If an identical item is not readily available, the replacement item must be of like kind and quality with comparable features as the original covered item.

Under certain circumstances, the Administrator may, at their sole discretion, choose to reimburse You the covered item's original price charged to the Account.

Registration (where Original Manufacturer's Warranty is longer than 5 years)

To register personal item(s) with an Original Manufacturer's Warranty of more than 5 years, You must send copies of the following items to the Administrator within 1 year of the purchase. Call **1-800-668-8680** from within Canada and the United States or **416-977-6066** collect from elsewhere in

the world for further information:

1. original vendor's sales receipt showing the vendor information, date, description of the item purchased, and total cost;
2. the serial number of the item; and
3. a copy of the Original Manufacturer's Warranty.

Limitations and Exclusions

Extended Warranty coverage ends automatically upon the date when the original manufacturer ceases to carry on business for any reason whatsoever.

Extended Warranty does not cover the following:

1. aircraft (including unmanned aircraft systems such as, but not limited to, drones), automobiles, motorboats, e-bikes, motorcycles, motorscooters, snowblowers, snowmobiles, riding lawn mowers, golf carts, lawn tractors, or any other motorized vehicles (except for miniature electrically powered vehicles intended for recreational use by children), or any of their respective parts or accessories;
2. services of any kind;
3. items purchased and/or used by or for a business or for commercial gain; or
4. used or refurbished items.

Extended Warranty does not provide benefits for:

1. losses caused by or resulting from fraud, misuse or lack of care, improper installation, hostilities of any kind (including war, invasion, rebellion or insurrection), confiscation by authorities, risks of contraband, illegal activities, normal wear and tear, flood, earthquake, radioactive contamination;
2. product defects which would not have been covered by the Original Manufacturer's Warranty; or
3. bodily injury, property damages, consequential damages, punitive damages, exemplary damages and legal fees.

General Provisions for Purchase Assurance and Extended Warranty Insurance

Gifts

Eligible items that You give as gifts are covered. In the event of a claim, You, not the recipient of the gift, must make the claim for benefits.

Pair or Set

When the covered item is part of a pair or set, You will receive no more than the value of the particular part or parts lost or damaged regardless of any special value that the item may have as part of an aggregate purchase price of such pair or set. The Insurer, at its sole option, may elect to:

1. repair, rebuild or replace the item lost or damaged (whether wholly or in part); or
2. pay You for said item, not exceeding the lesser of the original purchase price, the replacement price or the repair cost thereof and subject to the exclusions, terms and limits of liability as stated in this Certificate of Insurance.

Other Insurance/Protection

Benefits are in excess of all Other Insurance/Protection available to You in respect of the covered item subject of the claim. Once all Other Insurance/Protection has been claimed under and exhausted, the Insurer's liability is only for the amount of the loss or damage not covered by Other Insurance/Protection and for the amount of any applicable deductible, subject to the terms, exclusions and limits of liability set out in this Certificate of Insurance.

This coverage will not apply as contributing insurance, notwithstanding any provision in any Other Insurance/Protection.

How to Claim

Immediately after learning of any loss or occurrence and PRIOR to proceeding with any action, repair services, or replacement of the covered item, You must notify the Administrator by initiating a claim online at cardbenefits.assurant.com or calling 1-800-668-8680 from Canada and the United States or 416-977-6066 collect from elsewhere in the world.

You MUST keep ORIGINAL copies of all documents required to file a valid claim. Where a claim is due to, or suspected to be caused by, fraud, malicious acts, burglary, robbery, theft or attempt thereof, You MUST give immediate notice to the police or other authorities having jurisdiction.

You must complete and sign the claim form which must contain the time, place, cause and amount of loss, and include the following:

1. Account statement showing Your name, account number, and charge for the covered item;
2. original vendor's sales receipt showing the vendor information, date, description of the item purchased, and total cost;
3. copy of written repair estimate (for Purchase Assurance damage and Extended Warranty claims);
4. photographs of the damaged item (for Purchase Assurance damage claims);
5. copy of the police report (for Purchase Assurance theft claims);
6. a copy of the Original Manufacturer's Warranty (for Extended Warranty Claims);
7. copy of a loss report or other report from the location of the occurrence, issued at the location where the covered item was lost, stolen, or damaged (for Purchase Assurance claims);
8. copy of Your homeowner's or renter's insurance policy or any document detailing Other Insurance/Protection or protection and/or reimbursements received for the occurrence;
9. any other information reasonably required by the Administrator.

You are responsible for any charges incurred for the completion of all forms and the provision of all required documentation.

At the sole discretion of the Administrator, You may be required to send, at your own expense, the damaged item on which a claim is based to the Administrator in order to support Your claim. Payment made in good faith will discharge the Administrator to the extent of the claim.

Your failure to provide proof of loss within 90 days from the date of loss or damage may result in denial of the related claim.

CAR RENTAL INSURANCE

Car Rental Insurance includes Car Rental Collision/Loss Damage Insurance, Personal Effects Insurance, and Car Rental Accidental Death and Dismemberment Insurance as outlined below.

Car Rental Insurance is only available when You charge at least 75% of the cost of a vehicle rental to the Account and/or pay such costs with points redeemed under the HSBC Rewards Program.

Car Rental Collision/Loss Damage Insurance

For this coverage, Insured Person means the Cardholder.

Eligibility

You are eligible for Car Rental Collision/Loss Damage Insurance when You rent most passenger vehicles from a Rental Agency on a daily or weekly basis for a period NOT to exceed 31 consecutive days, provided that:

1. You initiate the rental transaction by booking or reserving the vehicle rental with Your HSBC Mastercard and by providing Your HSBC Mastercard as payment guarantee prior to the time You take possession of the vehicle;
2. You decline the Rental Agency's collision damage waiver (CDW) or loss damage waiver (LDW), or similar provision; and
3. You rent the vehicle in Your name and charge at least 75% of the cost of the vehicle rental to the Account and/or pay such cost with points redeemed under the HSBC Rewards Program.

Rental vehicles which are part of pre-paid travel packages are eligible for coverage if at least 75% of the total cost of the travel package was charged to the Account and all other requirements are met.

"Free Rentals" are also eligible for benefits when received as the result of a promotion conditioned on Your making previous vehicle rentals, if each such previous rental met the eligibility requirements of this Certificate of Insurance.

The length of time You rent a vehicle under this insurance must not exceed 31 consecutive days, which includes instances where You are renting one vehicle immediately after the other. If the rental period exceeds 31 consecutive days, coverage even for the first 31 days will not be provided.

Benefits

Subject to the terms, exclusions and limits of liability set out in this Certificate of Insurance, You are provided with the same protection against losses arising from the contractual liability assumed when renting and operating a rental vehicle as You would have if You accepted the Rental Agency's collision or loss damage waiver (or similar provision) up to the actual cash value of the damaged or stolen rental vehicle as well as any reasonable, valid and documented loss of use, reasonable and customary towing charges and administration charges resulting from damage or theft occurring while the rental vehicle is rented in Your name. Coverage is limited to one vehicle rental during any one period. If, during the same period, more than one vehicle is rented by the Cardholder, only the first rental will be eligible for coverage.

In some jurisdictions the law requires that Rental Agencies include CDW/LDW in the price of the vehicle rental. In these locations, Car Rental Collision/Loss Damage Waiver Insurance under the Policy will only provide coverage for any deductible that may apply, provided all the requirements outlined in this Certificate of Insurance have been met and You have waived the Rental Agency's deductible waiver. No CDW/LDW premiums charged by the Rental Agencies will be reimbursed under the Policy. This coverage is available on a 24-hour basis anywhere in the world, except where prohibited by law, or where the coverage is in violation of the terms of the rental contract in the jurisdiction in which it was formed. (See the section "**Know Before You Go**" for tips on how to avoid having use of this coverage challenged.)

This coverage does not provide any form of third-party automobile property damage or personal injury liability insurance.

Important: Check with Your personal insurer and the Rental Agency to ensure that You have adequate personal property, personal injury and third-party liability coverage. The Policy only covers loss or damage to a rental vehicle, as stipulated herein.

"Know Before You Go"

While Car Rental Collision/Loss Damage Waiver Insurance provide coverage on a worldwide basis (except where prohibited by law), and the coverage is well received by Rental Agencies, there is no guarantee that this coverage will be accepted at every facility. Some Rental Agencies may resist Your declining their CDW/ LDW coverage. They may try to encourage You to take their coverage. If You refuse, they may insist You provide a deposit. Before booking a vehicle, confirm that the Rental Agency will accept this Car Rental Collision/Loss Damage Waiver Insurance without requiring a deposit. If they won't, find one that will, and try to get written confirmation. If arranging vehicle rental through a travel agency, let them know You want to take advantage of this Car Rental Collision/Loss Damage Waiver Insurance and have them confirm the Rental Agency's willingness to accept this coverage.

You will not be compensated for any payment You may have to make to obtain the Rental Agency's CDW/LDW.

Check the rental vehicle carefully for scratches, dents and windshield chips and point out any damage to the Rental Agency representative before You take possession of the vehicle. Have them note the damage on the rental agreement (and take a copy with You) or ask for another vehicle.

If the vehicle sustains damage of any kind, immediately phone the Administrator at one of the numbers provided. Advise the Rental Agency that You have reported the claim and provide the Administrator's address and phone number.

Do not sign a blank sales draft to cover the damage and loss of use charges.

Coverage Period

Insurance coverage begins as soon as the Cardholder or any other person who is authorized to operate the rental vehicle under the rental agreement takes control of the vehicle, and ends at the earliest of:

1. the time the Rental Agency assumes control of the rental vehicle, whether it be at its place of business or elsewhere;
2. the date the Account is cancelled, closed or ceases to be in Good Standing; and
3. the date the Cardholder ceases to be eligible for coverage.

Types of Vehicles Covered

The types of rental vehicles covered include cars, sport utility vehicles and mini-vans (as defined below).

Mini-vans are covered provided they:

1. are for private passenger use with seating for no more than 8 occupants including the driver;
2. do not exceed a "3/4 ton" rating; and
3. are not to be used for hire by others.

Types of Vehicles NOT Covered

Vehicles which belong to the following categories are NOT covered:

1. any vehicle with a manufacturer's suggested retail price, excluding taxes, over \$65,000 at the time and place of loss;
2. vans (except as defined above);
3. trucks, pick-up trucks or any vehicle that can be reconfigured into a pick-up truck;
4. campers or trailers or recreational vehicles;
5. off-road vehicles;
6. motorcycles, mopeds or motorbikes;
7. expensive or exotic vehicles;
8. customized vehicles;
9. antique vehicles; and
10. leased vehicles.

An antique vehicle is one which is over 20 years old or its model has not been manufactured for 10 years or more.

Limousines that have been stretched or altered from the original factory design are excluded. However, standard production models of these vehicles that are not used as limousines are not excluded.

Limitations and Exclusions

Car Rental Collision/Loss Damage insurance does not cover any loss caused or contributed to by:

1. operation of the rental vehicle:
 - a) in violation of the law or any terms and conditions of the rental agreement/contract;
 - b) by any driver not so authorized under the rental agreement;
 - c) by any driver not in possession of a driver's license that is valid in the rental jurisdiction;
 - d) on other than regularly maintained roads;
 - e) at any time while intoxicated (where the driver's blood alcohol concentration is equal to or over the blood alcohol concentration limit for impaired driving under the Criminal Code of Canada or the jurisdiction in which the vehicle rental occurred, if lower,) or the driver is charged for impaired driving;
 - f) at any time while under the influence of any narcotic;
2. nuclear reaction, radiation or radioactive contamination;
3. damage to tires unless in conjunction with an insured cause;
4. wear and tear, gradual deterioration, mechanical breakdown of vehicle;
5. any damage caused by moving or transporting cargo;
6. insects or vermin;
7. inherent vice or damage;
8. war, hostile or warlike action, insurrection, rebellion, revolution or civil war;
9. seizure or destruction under quarantine or customs regulations or confiscation by any government or public authority;
10. transporting contraband or illegal trade;
11. transportation of property or passengers for hire; or
12. any dishonest, fraudulent or criminal act committed or attempted by the Cardholder and/or any authorized driver.

Car Rental Collision/Loss Damage does NOT include coverage for:

1. vehicles rented for a period that exceeds 31 consecutive days, whether or not under one or more consecutive rental agreements;
2. a replacement vehicle for which Your personal automobile insurance, car dealer, repair shop, or other party is covering all or part of the rental cost;
3. loss occurring when the rental vehicle is being operated by someone other than the Insured Person;
4. loss or theft of personal belongings in the vehicle, including but not limited to cellular telephones, portable computers, electronic and communication devices;
5. expenses assumed, waived or paid or payable by the Rental Agency or its insurer; or
6. third party liability (injury to anyone or anything inside or outside the vehicle).

How to Claim

Within 48 hours of the damage or theft having occurred, You MUST notify the Administrator by calling **1-800-668-8680** from within Canada and the United States or **416-977-6066** locally or collect from elsewhere in the world to initiate Your claim with a representative. Failure to report a claim within 48 hours may result in denial of the claim or reduction of Your benefit. The representative will provide You with a claim form or You may also access a claim form and submit the required documentation online at **cardbenefits.assurant.com**.

If the vehicle sustains losses reasonably estimated to exceed \$1,000, You must obtain a police report.

You will be required to submit a completed claim form including, but not limited to, the following documentation:

1. a copy of the driver's license of the person who was driving the vehicle at the time of the loss;
2. a copy of the loss/damage report You completed with the Rental Agency;
3. a copy of a police report, required when the loss results in damage or theft over \$1,000;
4. a copy of Your sales receipt, and Your Account Statement showing the rental charge;
5. the front and back of the original opened and closed-out rental agreement;
6. a copy of the itemized repair estimate, final itemized repair bill and parts invoices;
7. original receipt(s) for any repairs for which You may have paid;
8. if loss of use is charged, a copy of the Rental Agency's complete daily utilization log from the date the vehicle was not available for rental, to the date the vehicle became available to rent;
9. any other information reasonably required by the Administrator.

Claims submitted with incomplete or insufficient documentation may not be paid until all required documentation is received and provided the claim can be assessed on the basis of the information provided.

Personal Effects Insurance

For this coverage, Insured Person means the Cardholder and Immediate Family Members travelling with the Cardholder who rented the vehicle.

Benefits

Personal Effects coverage is provided for loss, theft or damage to personal effects while such personal effects are in transit or in any hotel or other building en route during a trip with a covered rental vehicle, for the duration of the vehicle rental period, as outlined in the Car Rental Collision/Loss Damage Insurance section above.

Coverage is provided for the personal effects of the Cardholder when the Cardholder rents a vehicle and the personal effects of any Immediate Family Member travelling with the Cardholder.

Benefits during such rental period will be the actual cash value of the personal effects up to a maximum of \$1,000 per occurrence for each Insured Person. Total benefits for all Insured Persons during each vehicle rental period are limited to \$2,000 per Account.

Limitations and Exclusions

Personal Effects coverage does not cover money (whether paper or coin), bullion, bank notes, securities, documents, memorabilia, collectibles, medals or other property of a similar nature. Benefits are not paid if loss results from Mysterious Disappearance.

Other Insurance/Protection

Benefits are in excess of all Other Insurance/Protection available to You in respect of the covered item subject of the claim. Once all Other Insurance/Protection has been claimed under and exhausted, the Insurer's liability is only for the amount of the loss or damage not covered by Other Insurance/Protection and for the amount of any applicable deductible, subject to the terms, exclusions and limits of liability set out in this Certificate of Insurance.

This coverage will not apply as contributing insurance, notwithstanding any provision in any Other Insurance/Protection.

How to Claim

You may initiate a claim, obtain a claim form, and submit the required documentation online at cardbenefits.assurant.com or call 1-800-668-8680.

Car Rental Accidental Death and Dismemberment Insurance

For this coverage, Insured Person means the Cardholder and Immediate Family Members while Occupying the rental vehicle.

Benefits

Car Rental Accidental Death and Dismemberment coverage is provided in the event an Insured Person sustains an Accidental Bodily Injury while Occupying a covered rental vehicle during the vehicle rental period, as outlined in the Car Rental Collision/Loss Damage Insurance section above. The applicable benefit specified for the resulting loss will be paid according to the following Schedule of Insurance:

Schedule of Insurance	Amount of Benefit	
	Cardholder*	Each Other Occupant
Loss of life	\$200,000	\$20,000
Loss of both hands or both feet	\$200,000	\$20,000
Loss of one foot or one hand and the entire sight of one eye	\$200,000	\$20,000
Loss of sight of both eyes	\$200,000	\$20,000
Loss of one hand and one foot	\$200,000	\$20,000
Loss of speech and hearing	\$200,000	\$20,000
Loss of one hand or one foot	\$100,000	\$10,000
Loss of sight of one eye	\$100,000	\$10,000
Loss of speech	\$100,000	\$10,000
Loss of hearing	\$100,000	\$10,000
Loss of thumb and index finger on the same hand	\$100,000	\$10,000

* In this Schedule of Insurance, Cardholder means the Cardholder who rented the vehicle and whose name appears in the rental agreement. The maximum benefit payable for loss resulting from any one Accident is \$300,000 per Account. If more than one described loss is sustained by an Insured Person, then the total benefit payable from one Accident to such person is limited to the greatest amount payable for any one loss sustained.

Beneficiary

Unless otherwise specified by the Cardholder, any amount due under this Certificate of Insurance for loss of life:

- upon the Cardholder's death, will be paid to the Cardholder's Spouse if living, otherwise equally to the Cardholder's living children if any, otherwise equally to the Cardholder's then living parents or parent, otherwise to the Cardholder's estate;
- upon the death of any other Insured Person, will be paid to the Cardholder if then living, otherwise as though it were a sum payable under (1) above.

All other benefits will be paid to the Insured Person suffering the loss.

The beneficiary designation outlined above may be changed in accordance with the Change of Beneficiary provision.

Limitations and Exclusions

Coverage will be provided on the same terms, conditions, limitations and exclusions applicable to Car Rental Collision/Loss Damage Waiver (above).

In addition, Car Rental Accidental Death and Dismemberment benefits are not payable for a loss caused by or resulting from:

- intentionally self-inflicted injuries;
- suicide or attempted suicide;
- illness or disease;
- pregnancy or complications of pregnancy, including resulting childbirth or abortion;
- bacterial infection except bacterial infection of an Accidental Bodily Injury;
- death resulting from the accidental ingestion of a substance contaminated by bacteria; or
- the commission or attempted commission of a criminal offence.

How to Claim

You may initiate a claim, obtain a claim form, and submit the required documentation online at cardbenefits.assurant.com or call 1-800-668-8680.

TRIP INSURANCE

Trip Insurance includes Trip Interruption and Common Carrier Accidental Death and Dismemberment insurance. .

Trip Interruption Insurance (After Trip Departure)

For this coverage, Insured Person means the Primary Cardholder, the Primary Cardholder's Spouse, and Dependent Children while travelling with the Primary Cardholder and/or the Primary Cardholder's Spouse.

Coverage applies when You charge at least 75% of Eligible Expenses for a Trip to the Account and/or pay such cost with points redeemed under the HSBC Rewards Program.

Benefits

If an Insured Person is prevented from continuing a Trip as a result of one of the Covered Causes listed below, You will be reimbursed up to a maximum of \$2,000 per Insured Person for the lesser of the additional charges for the change of ticketing or the cost of one-way economy fare for the Insured Person's trip back to their province or territory of residence in Canada.

The amount payable excludes the cost of pre-paid unused return transportation and is subject to the maximum listed above.

Please note: This coverage will only cover any excess cost (i.e. the administration charges to cancel or change the itinerary) over and above the travel rewards provided by any reward or frequent flyer plan. The value of the loss of reward or frequent flyer plan points are not covered.

Covered Causes for Trip Interruption - Medical

1. death of an Insured Person or Travel Companion during the Trip;
2. Accidental Bodily Injury or sudden and unexpected illness of an Insured Person or Travel Companion which, in the sole opinion of the Administrator based on medical advice provided by the attending Physician, requires immediate medical attention and prevents an Insured Person from returning from the Trip on the scheduled return date;
3. death, Accidental Bodily Injury or sudden and unexpected illness of a caregiver with whom the Insured Person has contracted to care for a Dependent Child in their absence, which, in the sole opinion of the Administrator based on medical advice provided by the attending Physician, requires immediate medical attention and prevents an Insured Person from returning from the Trip on the scheduled return date;
4. Accidental Bodily Injury or sudden and unexpected illness of an Immediate Relative during the Trip, which requires immediate hospitalization and which was not known to the Insured Person prior to the Trip departure date;
5. hospitalization or the death of an Insured Person's host at destination.

Covered Causes for Trip Interruption - Non-medical

1. a particular situation which prompts the Canadian government to issue a travel advisory to "avoid non-essential travel" or "avoid all travel" to a country, region or city for which a Ticket had originally been issued for a period that includes an Insured Person's Trip;
2. a natural disaster that renders an Insured Person's principal residence uninhabitable;
3. an Insured Person's quarantine or hijacking; and
4. a call to service of an Insured Person by government with respect to reservists, military, police or fire personnel.

How to Claim

Within 48 hours of a Covered Cause for Interruption occurring, You must notify the Administrator by calling **1-800-668-8680** from within Canada and the United States or **416-977-6066** collect from elsewhere in the world to initiate Your claim with a representative. Failure to notify the Administrator within 48 hours may reduce the amount payable. The representative will assist You with making the necessary arrangements and provide You with a claim form. You may also access a claim form and submit required documentation online at cardbenefits.assurant.com. You will be required to submit a completed claim form and provide documentation to substantiate Your claim including, but not limited to, the following:

1. original tickets (including any unused coupons), original vouchers, original itinerary, invoices, and receipts;
2. Your Account statement and any other documentation necessary to confirm that the costs of Eligible Expenses were charged to Your Account;
3. proof satisfactory to the Administrator that the interruption of the covered Trip resulted from a Covered Cause for Interruption;
4. name, address and policy numbers for all other insurance coverage You and/or the Insured Person may have, including health insurance and credit card coverage (whether group or individual);
5. any other information reasonably required by the Administrator.

Common Carrier Accidental Death and Dismemberment Insurance

For this coverage, Insured Person means the Primary Cardholder, and the Primary Cardholder's Spouse and Dependent Children while travelling with the Primary Cardholder.

Eligibility

Coverage is only available when You charge the Full Cost of fare(s) for travel on a Common Carrier to the Account and/or pay such cost with points redeemed under the HSBC Rewards Program. When purchasing a package tour, the amount charged to the Account must be at least as much as the cost of the Common Carrier transportation in order to be eligible for Common Carrier Accidental Death and Dismemberment benefits.

Coverage is in force when an Insured Person is Occupying a Common Carrier to:

1. travel directly to the point-of-departure terminal for the trip shown on the Ticket;
2. make the trip shown on the Ticket; and
3. travel directly from the point-of-arrival terminal for the trip shown on the Ticket to the next destination.

Benefits

If an Insured Person sustains an Accidental Bodily Injury while Occupying a Common Carrier as a fare paying passenger, the applicable benefit specified for the resulting loss will be paid according to the following Schedule of Insurance:

Schedule of Insurance

Loss	Amount of Benefit
Loss of life	\$500,000
Loss of both hands or both feet	\$500,000
Loss of one foot or one hand and the entire sight of one eye	\$500,000
Loss of sight of both eyes	\$500,000
Loss of one hand and one foot	\$500,000
Loss of speech and hearing	\$500,000
Loss of one hand or one foot	\$250,000
Loss of sight of one eye	\$250,000
Loss of speech	\$250,000
Loss of hearing	\$250,000
Loss of thumb and index finger on the same hand	\$125,000

The maximum benefit payable for loss resulting from any one Accident is \$500,000 per Account. If more than one described loss is sustained by an Insured Person, then the total benefit payable from that Accident to such person is limited to the greatest amount payable for any one loss sustained. The maximum benefit payable for loss resulting from any one Accident to such person is limited to the greatest amount payable for any one loss sustained.

For benefits to be payable, the loss must occur within 365 days of the Accidental Bodily Injury that caused the loss.

Exposure and Disappearance

If by reason of an Accident covered by the Policy an Insured Person is unavoidably exposed to the elements and as a result of such exposure suffers a loss, such loss will be covered under the terms of the Policy.

An Insured Person is presumed to have suffered loss of life caused by an Accident when:

1. the Insured Person's body remains unaccounted for after 365 days following the date of a disappearance which was caused by sinking or wrecking of the Common Carrier; and
2. the Insured Person occupied such Common Carrier at the time of the Accident, subject to the terms and conditions of the Certificate of Insurance.

Beneficiary

Unless otherwise specified by the Primary Cardholder, any amount due under this Certificate of Insurance for Loss of life:

1. upon the Primary Cardholder's death, will be paid to the Primary Cardholder's Spouse if living, otherwise equally to the Primary Cardholder's living children if any, otherwise equally to the Primary Cardholder's then living parents or parent, otherwise to the Primary Cardholder's estate;
2. upon the death of any other Insured Person, will be paid to the Primary Cardholder if then living, otherwise as though it were a sum payable under (1) above.

All other benefits will be paid to the Insured Person suffering the Loss.

The beneficiary designation outlined above may be changed in accordance with the Change of Beneficiary provision.

Limitations and Exclusions

Common Carrier Accidental Death and Dismemberment benefits are not payable for a Loss caused by or resulting from:

1. intentionally self-inflicted injuries;
2. suicide or attempted suicide;
3. illness or disease;
4. pregnancy or complications of pregnancy, including resulting childbirth or abortion;
5. bacterial infection except bacterial infection of an Accidental Bodily Injury;
6. death results from the accidental ingestion of a substance contaminated by bacteria;
7. any act of war, declared or not, or civil disorders;
8. an Accident occurring while operating or learning to operate, or serving as a member of the crew of any aircraft;
9. the commission or attempted commission of a criminal offence; or
10. an Accident occurring while Occupying a water conveyance, unless the conveyance itself is involved in an Accident which causes the Loss to the Insured Person.

How to Claim

You may initiate a claim, obtain a claim form, and submit the required documentation online at cardbenefits.assurant.com or call 1-800-668-8680.

GENERAL PROVISIONS AND STATUTORY CONDITIONS

Unless otherwise expressly provided herein or in the Policy, the following general provisions apply to the benefits described in this Certificate of Insurance.

Notice and Proof of Claim

Written notice of claim (on a claim form or online at cardbenefits.assurant.com) must be submitted as soon as reasonably possible after the occurrence or commencement of any loss covered by the Policy, but in all events must be provided no later than 90 days from the date of loss. Written notice given by or on behalf of the claimant or the beneficiary with information sufficient to identify the Insured Person, will be deemed notice of claim.

The appropriate completed claim forms, together with written proof of loss, must be delivered as soon as reasonably possible.

Failure to provide notice or furnish proof of claim within the time prescribed herein does not invalidate the claim if the notice or proof is given or furnished as soon as reasonably possible, and in no event later than 1 year from the date the loss occurred if it is shown that it was not reasonably possible to give notice or furnish proof within the time so prescribed. If the notice or proof is given or furnished after 1 year, Your claim will not be paid.

Examination and Autopsy

The Insurer, at its own expense, shall have the right and opportunity to examine any Insured Person whose injury is the basis of a claim when and so

often as may be reasonably required during a claim, and also the right and opportunity to make an autopsy in case of death, where it is not forbidden by law.

Payment of Claims

Benefits payable under the Policy will be paid upon receipt of full written proof of loss, as determined by the Insurer.

Benefits for loss of life will be payable in accordance with the beneficiary provisions under the Car Rental Accidental Death and Dismemberment and Common Carrier Accidental Death and Dismemberment benefits provisions of the Certificate of Insurance. Any other accrued benefits unpaid at the Insured Person's death may, at the option of the Insurer, be paid either to such person's beneficiary or to the Primary Cardholder in whose name the Account is maintained.

All other benefits will be payable to the applicable Cardholder.

Change of Beneficiary

The right to change beneficiary is reserved to the Primary Cardholder or Cardholder, as applicable, and subject to any provision or rule of law governing the right to change the beneficiary. The consent of the beneficiary or beneficiaries will not be required.

To change the beneficiary designation, call **1-800-668-8680** from within Canada and the United States or **416-977-6066** collect from elsewhere in the world.

Copy of the Policy

You or a person making a claim under this Certificate of Insurance may request a copy of the Policy and/or a copy of your application for this insurance (if applicable) by writing at the address shown below:

Assurant
Canadian Head office
5000 Yonge Street, Suite 2000
Toronto, Ontario
M2N 7E9

Termination of Insurance

Coverage for Insured Persons ends on the earliest of:

1. the date the Account is cancelled, closed or ceases to be in Good Standing;
2. the date the Insured Person ceases to be eligible for coverage; and
3. the date the Policy terminates.

No losses incurred after the Policy termination date will be paid, unless otherwise specified.

Subrogation

Following payment of an Insured Person's claim for loss or damage, the Insurer shall be subrogated to the extent of the amount of such payment, to all of the rights and remedies of the Insured Person against any party in respect of such loss or damage and shall be entitled at its own expense to sue in the name of the Insured Person. The Insured Person shall give the Insurer all such assistance as is reasonably required to secure its rights and remedies, including the execution of all documents necessary to enable the Insurer to bring suit in the name of the Insured Person.

Due Diligence

The Insured Person shall use diligence and do all things reasonable to avoid or diminish any loss of or damage to property protected by the Policy.

False Claim

If You make a claim knowing it to be false or fraudulent in any respect, You shall no longer be entitled to this insurance, nor to the payment of any claim under the Policy.

Legal Action

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*, *Limitations Act*, or other applicable legislation in the Primary Cardholder's province or territory.

If You Have a Concern or Complaint

If You have a concern or complaint about Your coverage, please call the Insurer at 1-800-668-8680. The Insurer will do its best to resolve Your concern or complaint. If for some reason the Insurer is unable to do so to Your satisfaction, You may pursue the concern or complaint in writing to an independent external organization. You may also obtain detailed information for the Insurer's resolution process and the external recourse either by calling the Insurer at the number listed above or at: assurant.ca/customer-assistance.

Privacy

The Insurer may collect, use, and share personal information provided by You to the Insurer, and obtained from others with Your consent, or as required or permitted by law. The Insurer may use the information to serve You as a customer and communicate with You. The Insurer may process and store Your information in another country, which may be subject to access by government authorities under applicable laws of that country. You may obtain a copy of the Insurer's privacy policy by calling 1-888-778-8023 or from their website: assurant.ca/privacy-policy. If You have any questions or concerns regarding the privacy policy or Your options for refusing or withdrawing this consent, You may call the Insurer at the number listed above.

-End of Certificate of Insurance -

STATEMENT OF SERVICES

Travel Assistance Services

Travel Assistance Services are services only, not insurance benefits, and are provided by Assurant Services Canada Inc. ("Assurant"). Please refer to the Definitions section on page 1 for the meaning of all capitalized terms.

You do not need to use Your HSBC Mastercard to be eligible for the following services.

These services are provided to the Primary Cardholder and/or their Spouse on a 24-hour, 7 day a week basis. To take advantage of any of the services described below, simply call **1-800-668-8680** from within Canada and the United States or **416-977-6066** collect from elsewhere in the world. Any costs incurred for or in connection with such services will be charged to the Account (subject to credit availability). If not chargeable, payment for such costs will be arranged (where reasonably possible) through family and friends

Travel Assistance Services may not be available in countries of political unrest and such countries may from time to time be determined to be unsafe and/or inaccessible.

Emergency Cash Transfer

In the event of theft, loss or an emergency while travelling away from home, You can call for assistance in arranging for an emergency cash transfer, including a cash transfer to Your Account, to a maximum of \$5,000.

Emergency Message Centre

In case of a Medical Emergency, Assurant can help to relay important messages to or from Your family, business or Physician.

Lost Document and Ticket Replacement

In the event of theft or loss of necessary travel documents or tickets when travelling, You can call for assistance with arrangements for their replacement.

Lost Luggage Assistance

Assurant will help locate or replace lost or stolen luggage and personal effects. The cost of obtaining replacement luggage and personal effects will be charged to the Account.

Pre-trip Information

You can call and obtain information regarding passport and visa regulations, and vaccination and inoculation requirements for the country You are visiting.

Medical Assistance and Consultation

You will be directed to the nearest appropriate medical facility wherever possible. It is recommended that you contact Assurant for this assistance prior to seeking treatment for any Medical Emergency.

Legal Referrals and Payment Assistance

If, while travelling, You require legal assistance, You can call for referral to a local legal advisor and/or for assistance with arrangements for the posting of bail and the payment of legal fees, to a maximum of \$5,000, which will be charged to the Account.

-End of Statement of Services-