

Policyholder/Distributor:
HSBC Bank Canada
300-885 West Georgia Street
Vancouver, BC V6C 3E9

Insurers:
American Bankers Insurance Company of Florida*
American Bankers Life Assurance Company of Florida*
*Carrying on business in Canada under the trade name Assurant®
5000 Yonge Street, Suite 2000, Toronto, ON M2N 7E9
Phone: 1-800-668-8680

Summary

Insurance Coverages provided with the

HSBC Metal World Elite® Mastercard®
HSBC World Elite® Mastercard®

- Car Rental Insurance
 - Car Rental Collision/Loss Damage Insurance
 - Personal Effects
 - Car Rental Accidental Death/Dismemberment
- Purchase Assurance and Extended Warranty
- Mobile Device Insurance

This Summary Contains Important Information

The Summary within is meant to provide an overview of the features and benefits of the insurance coverages (“Coverage”) listed above, provided with the *HSBC Metal World Elite* and/or *HSBC World Elite Mastercard* (“*HSBC World Elite Mastercard*”).

Who qualifies for this Coverage?

The primary cardholder of a HSBC World Elite Mastercard who is a natural person, resident of Canada.

Who is insured under this Coverage?

The cardholder (“You” and “Your”), including the primary cardholder and any supplemental cardholder who is also a natural person, resident of Canada and to whom a HSBC World Elite Mastercard is issued and whose name is on the card.

In addition, **for Personal Effects /Car Rental Accidental Death and Dismemberment coverage:** Immediate family members are also insured.

What is the cost of this Coverage?

No additional fee will be charged for this Coverage provided with the HSBC World Elite Mastercard.

What is this Coverage?

This Coverage is a group insurance product covering losses arising from sudden and unforeseeable events (please see the certificate of insurance for full details and exclusions).

The tables below provide a summary of the eligibility criteria, benefits, and exclusions/limitations for each insurance coverage:

Car Rental Insurance

Eligibility for all following coverages

When You rent an eligible private passenger vehicle for a period of up to 31 consecutive days:

- (1) You must book or reserve the vehicle rental with Your HSBC World Elite Mastercard;
- (2) You must charge at least 75% of the cost of the vehicle rental to Your HSBC World Elite Mastercard and/or use Your HSBC Rewards Program points to pay such cost;

	Additional Eligibility	Benefits	<i>Exclusions/Limitations</i>
Car Rental Collision/Loss Damage Insurance	<p>(3) You must also:</p> <ul style="list-style-type: none"> • <u>rent</u> the vehicle in Your name; • <u>decline</u> the rental agency's collision/loss damage waiver or similar provision; <p>(4) <u>during</u> the rental period, the vehicle is damaged or stolen;</p> <p>AND</p> <p>(5) You must <u>notify</u> the administrator within 48 hours of the date of loss.</p>	<p>Same protection as provided by the rental agency's collision/loss damage waiver or similar provision, up to the actual cash value of the damaged or stolen rental vehicle.</p> <p>OR</p> <p>Reimbursement up to the amount of the deductible in the rental agency coverage if rental agency is required by law to include the rental agency's collision/loss damage waiver in the price of the vehicle rental, provided all eligibilities listed have been met.</p>	<p><i>It does not cover:</i></p> <ul style="list-style-type: none"> • <i>certain types of rental vehicles such as trucks, and any vehicle over \$65,000</i> • <i>any damage to tires that wasn't caused by a collision</i> <p><i>Limited to 1 rental vehicle at a time.</i></p>
Personal Effects**	<p>(3) <u>during</u> the rental period, personal effects of:</p> <ol style="list-style-type: none"> (a) cardholder who rented the vehicle; and (b) any insured person travelling with that cardholder, are lost, damaged or stolen. 	<p>Reimbursement of the actual cash value of the personal effects up to \$1,000 for each insured person, per occurrence.</p> <p>Maximum: \$2,000 per account for all insured persons during each vehicle rental period.</p>	<p><i>It does not cover:</i></p> <ul style="list-style-type: none"> • <i>loss due to mysterious disappearance</i> • <i>certain items such as money and documents</i>
Car Rental Accidental Death and Dismemberment	<p>(3) an insured person suffers an accidental death or dismemberment while occupying a covered rental vehicle.</p>	<p>Depending on the loss, the amount of benefit for the cardholder is \$100,000 or \$200,000 and for immediate family member, the amount is \$10,000 or \$20,000.</p> <p>Maximum: Loss resulting from any one accident is \$300,000 per account.</p>	<p><i>It does not cover loss due to suicide and intentionally self-inflicted injuries.</i></p>

Purchase Assurance and Extended Warranty

Eligibility for all following coverages

When You purchase new personal items (“Insured Items”):

(1) You must charge the full cost of the Insured Items to Your HSBC World Elite Mastercard;

	Additional Eligibility	Benefits	Exclusions/Limitations
Purchase Assurance**	<p>(2) <u>within</u> 90 days of the date of purchase, the Insured Items are lost, stolen or damaged anywhere in the world;</p> <p>AND</p> <p>(3) upon approval of Your claim, You must:</p> <ul style="list-style-type: none"> • <u>repair</u> or <u>replace</u> the Insured Items as directed by the administrator; and • <u>charge</u> the repair or replacement cost to Your HSBC World Elite Mastercard. 	<p>Reimbursement of:</p> <p>(1) the repair cost; or</p> <p>(2) the replacement cost, not exceeding the original price of the Insured Item charged to Your HSBC World Elite Mastercard.</p> <p>Maximum: Lifetime liability of \$60,000 per account in a combined total in Purchase Assurance and Extended Warranty benefits.</p>	<p><i>It does not cover certain items such as:</i></p> <ul style="list-style-type: none"> • <i>mail order items not delivered or damaged upon delivery</i> • <i>consumable goods</i> • <i>motorized vehicles and part/accessories</i>
Extended Warranty** (Doubles the original manufacturer’s warranty up to 1 additional year)	<p>(2) Insured Items must <u>have</u> original manufacturer’s warranty of 5 years or less valid in Canada;</p> <p>(3) <u>during</u> the coverage period, the Insured Items:</p> <ul style="list-style-type: none"> • experience a mechanical breakdown or a failure; and • would be covered under that original manufacturer’s warranty; <p>AND</p> <p>(4) upon approval of Your claim, You must:</p> <ul style="list-style-type: none"> • <u>repair</u> or <u>replace</u> the Insured Items as directed by the administrator; and • <u>charge</u> the repair or replacement cost to Your HSBC World Elite Mastercard. 	<p>Reimbursement of:</p> <p>(1) the repair cost; or</p> <p>(2) the replacement cost, not exceeding the original price of the Insured Item charged to Your HSBC World Elite Mastercard.</p> <p>Maximum: Lifetime liability of \$60,000 per account in a combined total in Purchase Assurance and Extended Warranty benefits.</p>	<p><i>It does not cover:</i></p> <ul style="list-style-type: none"> • <i>certain items such as aircraft, motorized vehicles, and parts/accessories</i> • <i>items purchased and/or used by or for a business or for commercial gain</i>

Mobile Device Insurance

	Eligibility	Benefits	Exclusions/Limitations
Mobile Device**	<p>When You purchase an eligible mobile device anywhere in the world:</p> <p>(1) You must <u>charge</u> to Your HSBC World Elite Mastercard:</p> <ul style="list-style-type: none"> the total cost of the mobile device; any up-front costs and all monthly wireless bill payments if funding the balance of the total cost through a wireless plan; or all monthly wireless bill payments if funding the total cost through a wireless plan; <p>(2) <u>during</u> the coverage period, Your mobile device is lost, stolen, accidentally damaged or experience mechanical failure;</p> <p>AND</p> <p>(3) upon approval of Your claim, You must:</p> <ul style="list-style-type: none"> <u>repair</u> or <u>replace</u> the mobile device as directed by the administrator; and <u>charge</u> the repair or replacement cost to Your HSBC World Elite Mastercard. 	<p>Reimbursement of the:</p> <p>(1) repair cost; or</p> <p>(2) replacement cost, not exceeding the depreciated value of Your mobile device at date of loss less the applicable deductible.</p> <p>Maximum: \$1,000</p>	<p>It does not cover:</p> <ul style="list-style-type: none"> accessories batteries mobile devices purchased for resale, professional or commercial use <p>Limit on number of claims:</p> <ul style="list-style-type: none"> 1 claim in any 12-consecutive month period 2 claims in any 48-consecutive month period

** Benefits payable will be reduced by any amount reimbursed by other insurance, indemnity, warranty, protection and by any other reimbursement plans under which You are covered.

How can I submit a claim?

Immediately after a loss or an occurrence, which may lead to a covered claim under the Coverage, notify the administrator to initiate Your claim. You will be required to submit a completed claim form and provide the required documentation.

Benefits will be paid upon receipt of full written proof of loss, provided notice of loss is given no later than 90 days (30 days for Mobile Device claim) from the date of loss and full proof of loss is delivered no later than 1 year after the date of loss. If Your claim is denied, You have 3 years to go to court.

How are the benefits paid?

The benefits are paid directly to You or to the beneficiary, as applicable.

What if I have a complaint?

For information on how to have Your complaint addressed, You can call the insurers at **1-800-668-8680** or visit their website at: **www.assurant.ca/customer-assistance**

When does this Coverage end?

Your Coverage automatically ends when:

- the policy is terminated;
- the credit card account is cancelled or closed;
- the credit privileges are suspended or revoked; or
- the insured person ceases to be eligible for Coverage.

Can I cancel the Coverage?

At any time, if You don't want the Coverage, You can decide not to use it or contact Your credit card provider to get a different credit card with other insurance coverages or no insurance.

Other Details?

Complete terms and conditions of the Coverage are in the certificate of insurance available online:

Cardbenefits.assurant.com/docs/default-source/HSBC/HSBC_WorldElite_Cert.pdf



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Summary

Insurance Coverages provided with the

HSBC Metal World Elite® Mastercard®
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- Trip Insurance
 - Trip Cancellation, Trip Interruption/Delay, Flight Delay and Baggage Delay or Loss
 - Common Carrier Accidental Death and Dismemberment, Hotel/Motel Burglary and Emergency Travel Medical

This Summary Contains Important Information

The Summary within is meant to provide an overview of the features and benefits of the insurance coverages ("Coverage") listed above, provided with the *HSBC Metal World Elite* and/or *HSBC World Elite Mastercard* ("*HSBC World Elite Mastercard*").

Who qualifies for this Coverage?

The primary cardholder of a HSBC World Elite Mastercard who is a natural person, resident of Canada.

Who is insured under this Coverage?

For Trip Insurance, except for Hotel/Motel Burglary:

- The primary cardholder ("You" and "Your").
- Your spouse and dependent children are also insured:
 - while travelling with You under **Common Carrier Accidental Death and Dismemberment**; and
 - when they are booked to travel on a trip with You and/or Your Spouse or while travelling with You and/or Your spouse under **Trip Cancellation, Trip Interruption/Delay, Flight Delay, Baggage Delay or Loss and Emergency Travel Medical**.

For Hotel/Motel Burglary:

- The cardholder which includes the primary cardholder and any supplemental cardholder who is also a natural, resident of Canada and to whom an HSBC World Elite Mastercard is issued and whose name is on the card; and
- The cardholder's spouse, dependent children and parents residing with the cardholder, when travelling with the cardholder.

What is the cost of this Coverage?

No additional fee will be charged for this Coverage provided with the HSBC World Elite Mastercard.

What is this Coverage?

This Coverage is a group Travel and Medical Insurance to cover losses arising from sudden and unforeseeable events relating to trips outside the insured person's province or territory of residence in Canada (please see the certificate of insurance for full details and exclusions).

The tables below provide a summary of the eligibility criteria, benefits, and exclusions/limitations for each insurance coverage:

Trip Cancellation, Trip Interruption/Delay, Flight Delay and Baggage Delay or Loss

Eligibility for all following coverages

When You book or reserve travel arrangements:

- (1) You must charge at least 75% of eligible expenses for a trip to Your HSBC World Elite Mastercard and/or use Your HSBC Rewards Program points to pay such cost;

	Additional Eligibility	Benefits	Exclusions/Limitations
Trip Cancellation	<p>(2) <u>before</u> the scheduled departure date, the insured person cancels or reschedules a trip, as a result of a covered reason (medical and non-medical);</p> <p>AND</p> <p>(3) You must <u>notify</u> the administrator within 48 hours of the event causing the cancellation/reschedule.</p>	<p>Reimbursement:</p> <p>(1) for cancellation, non-refundable and non-reimbursable eligible expenses.</p> <p>(2) for reschedule, lesser of:</p> <p>(a) the non-refundable and non-reimbursable rescheduling expenses; or</p> <p>(b) the amount that would have been paid if trip cancelled outright.</p> <p>Maximum: \$2,000 per insured person, up to \$5,000 per trip for all insured persons.</p>	<p><u>No benefits if trip is cancelled/rescheduled for excluded reasons, such as:</u></p> <ul style="list-style-type: none"> • failure to present required travel documents • failure of travel agent/ agency/ broker <p><u>Reduced benefit if You notify the administrator more than 48 hours after the event causing the cancellation/reschedule</u></p>

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	Additional Eligibility	Benefits	Exclusions/Limitations
Trip Interruption/ Delay	<p>(2) <u>during</u> a trip, You have a change in ticketing, as a result of a covered reason (medical and non-medical);</p> <p>AND</p> <p>(3) You must <u>notify</u> the administrator within 48 hours of the event causing the interruption or delay.</p>	<p>Reimbursement of lesser of:</p> <p>(1) the additional charges for a change in ticketing; or</p> <p>(2) the cost of a one-way economy fare plus the unused portion of any other non-refundable eligible expenses.</p> <p>Maximum: \$2,000 per insured person, up to \$5,000 per trip.</p>	<p><i>No benefits if trip is interrupted for excluded reasons, such as:</i></p> <ul style="list-style-type: none"><i>• failure of travel agent/ agency/ broker</i> <p><i>Any trip commenced against the advice of the insured person's physician is not covered.</i></p> <p><i>Reduced benefit if You notify the administrator more than 48 hours after event causing interruption or delay.</i></p>
Flight Delay	<p>(2) a flight departure is delayed for 6 hours or more.</p>	<p>Reimbursement for hotel accommodation, meals/refreshments, essential items and sundry items within 48 hours of the delay.</p> <p>Maximum: \$250 per day, up to \$500 per trip for all insured persons.</p>	<p><i>No benefits if trip is delayed due to criminal or fraudulent acts of the insured person.</i></p>
Baggage Delay or Loss**	<p>(2) <u>En route</u> to the scheduled destination:</p> <ul style="list-style-type: none">• any insured person's accompanying checked-in baggage or carried on baggage, including personal contents, is lost or damaged; or• any insured person's accompanying checked-in baggage is delayed by the carrier for 6 hours or more.	<p>Reimbursement:</p> <p>(1) for loss or damage,</p> <p>(a) of the replacement cost if replaced; or</p> <p>(b) of the actual cash value at time of loss, up to \$1,000 per insured person, subject to a maximum of \$500 per item.</p> <p>(2) for delay, the purchase of essential items up to \$200 per trip.</p>	<p><i>It does not cover certain items such as personal computers and cellular phones.</i></p>

Common Carrier Accidental Death and Dismemberment, Hotel/Motel Burglary and Emergency Travel Medical

	Eligibility	Benefits	<i>Exclusions/Limitations</i>
Common Carrier Accidental Death and Dismemberment	<p>When You purchase a fare on a common carrier:</p> <p>(1) You must <u>charge</u> the full cost of fare to Your HSBC World Elite Mastercard and/or use Your HSBC Rewards Program points to pay such cost;</p> <p><u>AND</u></p> <p>(2) <u>during</u> the coverage period, an insured person suffers an accidental death or dismemberment while occupying a common carrier as a fare paying passenger.</p>	<p>Depending on the loss, the amount of benefit is \$125,000, \$250,000 or \$500,000.</p> <p>Maximum: Loss resulting from any one accident is \$750,000 per account.</p>	<p><i>It does not cover loss due to suicide and intentionally self-inflicted injuries.</i></p>
Hotel/Motel Burglary**	<p>When You make a reservation in a hotel/motel, You must:</p> <p>(1) <u>charge at least 75%</u> of the confirmed nightly room rate for the entire stay at the hotel/motel to Your HSBC World Elite Mastercard and/or use Your HSBC Rewards Program points to pay such cost;</p> <p>(2) <u>during</u> the coverage period, the personal property items of an insured person are stolen from a hotel/motel room where there is evidence of forceful entry;</p> <p><u>AND</u></p> <p>(3) immediately notify the police or other authorities having jurisdiction upon discovery of a loss.</p>	<p>Reimbursement cost of most items of personal property</p> <p>Maximum: \$1,000 per occurrence for all insured persons.</p>	<p><i>It does not cover items such as cash, travellers cheques, tickets or any other documents.</i></p>

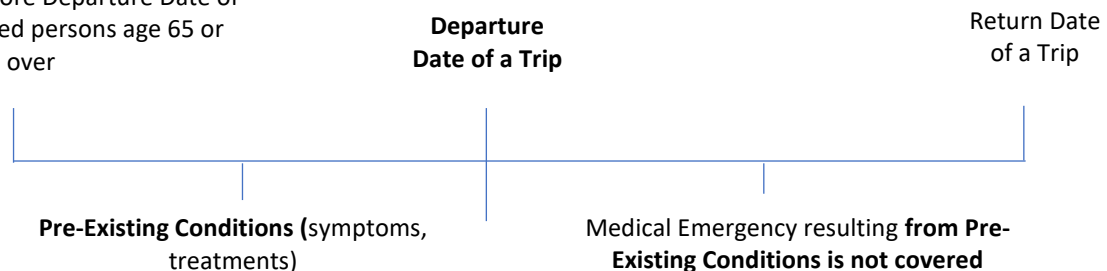
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	Eligibility	Benefits	Exclusions/Limitations
<p>Emergency Travel Medical**</p> <p>(applies only on trips for first 31 days of a trip for insured persons under age 65 OR 21 days for insured persons age 65 or over on departure date)</p>	<p>In the event an insured person requires unexpected emergency medical treatment during a trip, the insured person must be:</p> <p>(1) a permanent resident of Canada;</p> <p>AND</p> <p>(2) covered under the government health insurance plan (“GHIP”).</p> <p>In addition, to be eligible, You must:</p> <p>(1) <u>maintain</u> Your HSBC World Elite Mastercard account in good standing;</p> <p>AND</p> <p>(2) <u>notify</u> the administrator without delay of event causing emergency medical treatment and in advance of treatment.</p>	<p>Reimbursement of the reasonable and customary charges for emergency medical treatment, less any amounts covered under GHIP or any other policy or plan.</p> <p>Maximum: \$2,000,000 per insured person.</p>	<p><i>It does not cover pre-existing condition (see below)</i></p> <p><i>Reduced or excluded benefit if You notify the administrator after the medical treatment.</i></p>

** Benefits payable will be reduced by any amount reimbursed by other insurance, indemnity, warranty, protection and by any other reimbursement plans under which You are covered.

Pre-existing Condition Exclusion

180 days before Departure Date of a Trip for insured persons under age 65
OR 365 days before Departure Date of a Trip for insured persons age 65 or over



How can I submit a claim?

Immediately after a loss or an occurrence, which may lead to a covered claim under the Coverage, notify the administrator to initiate Your claim. You will be required to submit a completed claim form and provide the required documentation.

Benefits will be paid upon receipt of full written proof of loss, provided notice of loss is given no later than 90 days (45 days for the hotel/motel burglary claim) from the date of loss and full proof of loss is delivered no later than 1 year after the date of loss. If Your claim is denied, You have 3 years to go to court.

How are the benefits paid?

The benefits are paid directly to You or to the beneficiary, as applicable.

What if I have a complaint?

For information on how to have Your complaint addressed, You can call the insurers at **1-800-668-8680** or visit their website at: **www.assurant.ca/customer-assistance**

When does this Coverage end?

Your Coverage automatically ends when:

- the policy is terminated;
- the credit card account is cancelled or closed;
- the credit privileges are suspended or revoked; or
- the insured person ceases to be eligible for Coverage.

Can I cancel the Coverage?

At any time, if You don't want the Coverage, You can decide not to use it or contact Your credit card provider to get a different credit card with other insurance coverages or no insurance.

Other Details?

Complete terms and conditions of the Coverage are in the certificate of insurance available online:

Cardbenefits.assurant.com/docs/default-source/HSBC/HSBC_WorldElite_Cert.pdf