brim

PRODUCT SUMMARY

MASTERCARD®

Brim Financial Inc.
4101 Yonge St Suite 506
Toronto, On Canada
M2P 1N6
www.brimfinancial.com

PRODUCT SUMMARY FOR CREDIT CARD AND DEBIT CARD INSURANCE

INSURER	ADMINISTRATOR	DISTRIBUTOR
CUMIS General Insurance Company 151 North Service Road Burlington, ON L7R 4C2 1-800-263-9120 www.cumis.com Registered with the Autorité des marchés financiers under client number 2000383675.	**Allianz Global Assistance** 700 Jamieson Parkway Cambridge, ON N3C 4N6 1-800-670-4426 www.allianz-assistance.ca	**Brim Financial Inc** 4101 Yonge St., Suite 506 Toronto, Ontario M2J 5C2 Toll-free at 1-866-305-2746 www.brimfinancial.com

QUEBEC RESIDENTS

The Autorité des marchés financiers can provide information about your rights and the duties of the insurer, administrator and distributor.

Autorité des marchés financiers
Place de la Cité, Tour Cominar
2640, boulevard Laurier, 4e étage
Québec, QC G1V 5C1
Toll-free: 1-877-525-0337
Website: www.lautorite.qc.ca

NAME AND TYPE OF INSURANCE

INSURANCE PRODUCT NAME: Purchase Security and Extended Warranty Insurance and Mobile Device Insurance.

INSURANCE PRODUCT TYPE: The Autorité des marchés financiers classifies the above insurance products as Credit Card and Debit Card Insurance.

INTRODUCTION

This product summary provides an overview of the insurance benefits included with your Mastercard® to help you to make an informed decision in selecting this card. This document highlights some of the key benefits, exclusions, limitations and restrictions that apply to each of the coverages provided. There is no additional charge for the insurance benefits, as they are automatically included with the card.

NOTE: This is not the certificate of insurance. Please refer to the certificate of insurance for the complete terms and conditions.

The certificate of insurance can be found at:

https://www.cumis.com/en/information/Pages/quebec-guides-and-summaries.aspx

COVERAGE SUMMARY

Coverage	Maximum Limit ($CAD)
Purchase Security and Extended Warranty	**Purchase Security** • Up to ninety (90) days from date of purchase. • The maximum payable per account is $1,000 in any twelve (12) consecutive month period. **Extended Warranty** • Doubles the original manufacturer's warranty to a maximum extension of one (1) year. • The maximum payable per account is $25,000 in any twelve (12) consecutive month period.
Mobile Device	• Up to $500 per occurrence. • You may make one (1) claim in any twelve (12) consecutive month period subject to a maximum of two (2) claims in any forty-eight (48) consecutive month period per account.



NOTE

If a specific benefit is limited to a lower maximum (a sublimit), this will be identified in the benefit descriptions under each coverage.



IMPORTANT

In order to be eligible for the insurance coverages outlined above, you as the cardholder, your spouse and dependent child(ren), must be a Canadian resident and your Mastercard® account must be in good standing where privileges have not expired, been revoked, suspended or terminated.

PURCHASE SECURITY AND EXTENDED WARRANTY INSURANCE

Who can be covered by this insurance?

You as the primary cardholder, your spouse and dependent children provided that:

- all individuals are Canadian residents,
- the full purchase price of the item or gift you are purchasing is charged to your credit card account and/or purchased using points earned under the credit card rewards program, and
- your account is in good standing.

What is covered and not covered?

Benefits	Exclusions
Purchase Security • Provides coverage against theft of or damage to covered items for 90 days from the purchase date. • CUMIS will decide whether you will receive payment equal to the purchase price, or if your damaged or stolen item will be repaired or replaced instead. • The maximum payable per account is $1,000 in any twelve (12) consecutive month period. **Extended Warranty** • Doubles the original manufacturer's warranty to a maximum extension of 1 year. • This coverage follows the terms and conditions of the original manufacturer's warranty. • You will receive payment for the lesser cost of repair or replacement. • The maximum payable per *account* is $25,000 in any twelve (12) consecutive month period. **Lifetime Maximum** • There is a lifetime maximum benefit for Purchase Security and Extended Warranty Insurance combined of $60,000 per account.	You will not be covered for expenses that are caused by or related to the following, including but not limited to: • Specific items including money, consumables, living plants and animals, • The original manufacturer stops business for any reason (Extended Warranty), • Items with a lifetime warranty (Extended Warranty), • Theft or damage from misdelivery, • Motorized vehicles and their parts and accessories, • Natural disasters, • Altered or counterfeit items, or • Used or pre-owned items.

*Refer to the Purchase Security and Extended Warranty Exclusions section of the certificate of insurance for a complete list of what **is** and what **is not** covered.*



IMPORTANT

- If the original manufacturer's warranty did not offer the option to replace instead of repair the item the Extended Warranty coverage will not offer replacement.
- The original warranty must be valid in Canada.

MOBILE DEVICE INSURANCE

Who can be covered by this insurance?

You as the primary cardholder, your spouse and dependent children provided that all individuals are Canadian residents and you meet the following requirements:

If you are paying the purchase price of the mobile device in full:

- the full purchase price, including applicable taxes, must be charged to your credit card account and/or purchased using points earned under the credit card rewards program,
- you must activate your cellular data with a Canadian wireless service provider, and
- your account must be in good standing where privileges have not expired, been revoked, suspended or terminated.

If you are financing all or a portion of the purchase price of the mobile device:

- you must finance the purchase price through a fixed term contract with a Canadian wireless service provider,
- you must charge all your monthly wireless bill payments to your credit card account, and
- your account must be in good standing where privileges have not expired, been revoked, suspended or terminated.

What is covered and not covered?

Covered Reasons	Exclusions
Mobile Device Insurance provides up to $500 of coverage if your mobile device is lost, stolen or accidentally damaged, anywhere in the world.	You will not be covered for expenses that are caused by or related to the following: • Mobile devices that are purchased for business or for resale; previously used, owned or refurbished; modified from their original state; or stolen from baggage, • Circumstances where the mobile device goes missing which cannot be explained and there is no evidence that a theft occurred, • Accessories, batteries or laptop computers, • Misuse or wear and tear, • Criminal offenses or illegal acts, • Natural disasters, • Power surges, • Software or network issues, or • Cosmetic damage.

*Refer to the Mobile Device Exclusions section of the certificate of insurance for a complete list of what **is** and what **is not** covered.*

IMPORTANT

You must contact Allianz Global Assistance before you repair or replace your mobile device. The cost to repair or replace your mobile device must be charged to your credit card account.

The maximum you will be reimbursed is:

- the cost to replace your mobile device (cannot be more than the depreciated value at date of loss) less the deductible,
- the cost to repair your mobile device less the deductible, or
- $500 whichever is lower.

OTHER IMPORTANT INFORMATION

Cost of Insurance

What is the cost of the insurance plans featured on my credit card?
There is no additional charge for the insurance plans outlined in this document, since they are automatically included with your credit card.

Cancellation/Termination of Insurance

Can I cancel the insurance plans on my credit card?
The insurance plans that come with your credit card cannot be cancelled without cancelling your card You can cancel your card at any time by calling the number on the back of your card.

When do the insurance plans end?
Your insurance plans will end on the date that either:

1. your Mastercard® account is cancelled, closed, or your privileges have expired, been revoked, suspended or terminated, or
2. the insurance plans are cancelled by Allianz or by Brim,

whichever date occurs first.

Making a Claim

How do I submit a claim?
You must contact Allianz Global Assistance as soon as reasonably possible to report a claim. Upon receipt of such notice, Allianz Global Assistance will advise you on what is needed to make a claim.

For the most efficient claims experience, claims for out-of-pocket expenses can be submitted through the secure Allianz Global Assistance Claims Portal: www.allianzassistanceclaims.ca.

How long do I have to submit a claim?
For Quebec residents, claims should be reported within 30 days of occurrence, and documentation should be submitted within 90 days of occurrence If this is not reasonably possible, notice and proof must be provided within 1 year of occurrence.

Note: All amounts in this product summary and the certificate of insurance are in Canadian dollars and claim payments will be made in Canadian dollars.

Refer to the certificate of insurance for full claim details.

Misrepresentation and Non-Disclosure

If you provide incorrect or incomplete information when you submit a claim, or at any time before you make a claim, the insurer may choose to void your coverage and refuse to pay your claim.

Trip Assistance
The following assistance services are available to you 24 hours a day/7days a week:

- Medical emergency assistance such as case monitoring and arranging emergency transportation
- Emergency cash transfer
- Lost document or luggage assistance
- Pre-trip information
- Legal assistance services

Questions
Who can I contact if I have questions about this insurance?
The insurance plans on your credit card are administered by Allianz Global Assistance. If you have any questions you can call Allianz Global Assistance 24 hours a day/7days a week.

- From Canada and the United States call: 1-833-724-1793
- From elsewhere call collect: (519) 513-6394
- Or email your questions to customerservice@allianz-assistance.ca

HOW TO FILE A COMPLAINT

If you submit a claim and are not satisfied with the outcome you have the right to file a complaint by following the process below.

1. **Contact Allianz Global Assistance**
   Appeals must be submitted in writing describing why the outcome of your claim is incorrect along with any new supporting documentation.
   Allianz Global Assistance
   Appeals Department
   P.O. Box 277
   Waterloo, ON N2J 4A4
   Email: appeals@allianz-assistance.ca
   Website: www.allianz-assistance.ca/en_CA/file-a-claim/complaint-resolution-process.html

2. **Contact the Office of Fair Client Practices**
   If your complaint remains unresolved after following the appeals process above, you may request additional consideration from the Office of Fair Client Practices.
   Office of Fair Client Practices
   The Co-operators Group Limited
   101 Cooper Drive
   Guelph, ON N1C 0A4
   Phone: 1-877-720-6733
   Email: fairpractices@cooperators.ca
   Website: https://www-cumis.cooperators.ca/en/cumis/compliment-concerns/

3. **External Recourse**
   If after submitting an appeal and contacting the insurer's Office of Fair Client Practices, you are still unable to resolve your concerns you may contact the General Insurance Ombud Service (GIO).
   General Insurance Ombud Service (GIO)
   Phone: 1-877-225-0446
   Website: www.giocanada.org

   QUEBEC RESIDENTS
   You may request in writing that a copy of your file be sent to Autorité des marches financiers (AMF).
   Autorité des marches financiers (AMF)
   Phone: 1-877-525-0337
   Email: renseignement-consommateur@lautorite.qc.ca

4. **The Financial Consumer Agency of Canada (FCAC)**
   The Financial Consumer Agency of Canada provides consumers with information about Financial Products and your rights and responsibilities. They ensure compliance with federal consumer protection laws that apply to banks and insurance companies.
   Website: https://www.canada.ca/en/financial-consumer-agency.html

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