

INSURANCE PRODUCT SUMMARY AND FACT SHEET

Summary of Coverages included with your
American Express® Green Card

TABLE OF CONTENTS

Royal & Sun Alliance Insurance Company of Canada

Purchase Insurance Summary 2

Purchase Insurance Fact Sheet 8



American Express® Green Card

Product Summary & Fact Sheet



Purchase insurance summary

Purchase insurance for American Express (Amex) Cards is provided by Royal & Sun Alliance Insurance Company of Canada (RSA). This summary provides important information about purchase insurance included with the **American Express® Green Card** and is intended to help you determine if this insurance meets your needs.

This summary is an explanatory document and is NOT your Certificate of Insurance nor is it an insurance contract. For all coverage details, including benefits, eligibility, limitations and exclusions, consult the [Certificate of Insurance](#).

Insurer contact information

Royal & Sun Alliance Insurance Company of Canada

700 University Avenue, Suite 1500A

Toronto, Ontario M5G 0A1

Toll-free: 1 800 243-0198

Collect: 905 475-4822

rsagroup.ca

Client number delivered by the Autorité
des marchés financiers: 2001291200

Website of the Authority: lautorite.qc.ca

Distributor contact information

Amex Bank of Canada

2225 Sheppard Avenue East, Suite 100

Toronto, Ontario M2J 5C2

General Enquiries only:

Toll-free at 1 800 869-3016

americanexpress.com

1. What coverages are included?

The following is an overview of available coverages:

Coverage	Description	Coverage Maximums
Buyer's Assurance® Protection Plan	For most new personal items: <ul style="list-style-type: none"> doubles the manufacturer's warranty duration up to a maximum of one additional year 	Maximum \$10,000 per item not to exceed \$25,000 per Cardmember per policy year for all occurrences and items combined
Purchase Protection® Plan	For most new personal items: <ul style="list-style-type: none"> covers theft or damage occurring within 90 days following the date of purchase 	Maximum \$1,000 per Cardmember per occurrence



Certain fees or expenses must be charged to the Card account, in full or at least in part, to be covered.

Refer to the [Certificate of Insurance](#) for each coverage for full details.

You can find all information concerning what types of situations, items and costs are covered in the [Certificate of Insurance](#) for each coverage under the section titled "Description of Coverage".

2. What's not covered?

We may deny your claim because of exclusions, limitations and reductions. Below is a summary of some circumstances and items that are not covered. **This is not a complete list.** Consult the Limitations and Exclusions sections, as applicable, in the [Certificate of Insurance](#) for each coverage to see a complete list of exclusions, limitations and reductions.



Exclusions

No benefits are payable in the following circumstances:

Concerning purchase insurance in general:

- If the insurance is not in effect at the time the event occurs.
- If you do not submit the insurance claim form or supporting documents that we ask of you and that are required to process your request, within the applicable time limit.
- If you do not get expenses related to repair services or replacement of purchased items approved in advance by us.

Limitation

Benefits payable by us will be reduced by any amount reimbursed by another entity or insurer.

Buyer's Assurance® Protection Plan	Items not covered <ul style="list-style-type: none"> • all motorized vehicles and their parts and accessories • used and pre-owned items • items purchased by or for use by a business Circumstances not covered <ul style="list-style-type: none"> • improper alteration or installation • fraud, confiscation by authorities, war, negligence, misuse and abuse, illegal activity or acts • inherent product defect
Purchase Protection® Plan	Items not covered <ul style="list-style-type: none"> • animals, living plants or perishable products and consumables • traveller's cheques, any type of currency, cash, tickets • jewellery stolen from baggage not hand carried • all motorized vehicles • items purchased by or for use by a business Circumstances not covered <ul style="list-style-type: none"> • normal wear and tear • fraud, confiscation by authorities, war, misuse and abuse, illegal activity or acts • inherent product defect • flood, earthquake or mysterious disappearance

3. Who can be covered?

To be eligible for the following coverages, **you must be a resident of Canada, and:**

	Buyer's Assurance® Protection Plan	Purchase Protection® Plan
• the primary Cardmember or an authorized user* of the account	✓	✓

* A person who is a Supplementary Cardmember.

4. When does the insurance start and end?

Start

The insurance becomes available when you activate your Card.

End

The insurance ends on the earlier of:

- the date the Card account is cancelled or closed by Amex
- the date the Card account is closed at the request of the primary Cardmember
- the date the Card account is no longer in good standing
- the date the insurance is cancelled or suspended by Amex

For all details concerning the duration of insurance, consult the section titled "Term of Coverage" of the [Certificate of Insurance](#) for each coverage.

5. How much does the insurance cost?

This insurance is included with your Card. There are no separate fees, premiums or expenses.

6. What if I provide inaccurate information?

You must always provide accurate information we deem necessary. We may refuse your claim if we obtain, as part of a claim or at any other time during the duration of the insurance, any information that differs from the information you previously provided. We may also cancel your insurance retroactively to its start date.

7. What if I want to cancel?

You have the right to rescind this insurance product within 10 days of activating your Card. Please note that this insurance product is embedded and any cancellation of insurance may require the cancellation of your Card. Contact Amex (the Distributor) for assistance and refer to the “Notice of rescission of an insurance contract” at the end of this summary.

8. How do I file a claim and what are the applicable timeframes?

Here's how to file an insurance claim:

As soon as the event occurs, call 1 800 243-0198 or 905 475-4822 (collect calls accepted).

You will be given instructions on how to file a claim.

Timeframe to submit claim forms and supporting documents

Fill out the claim form that you will receive and return it as instructed, along with all the necessary documents, within 90 days of the event that led to the claim.

We will notify you of our decision following review of your application and, if applicable, we will pay the benefit within 60 days of receiving all the requested documents.

What if I disagree with a decision made regarding my claim?

You must contact us:

RSA Complaint Liaison Office

137 Venture Run, Suite 300

Dartmouth, Nova Scotia B3B 0L9

1 888 877-1710

Fax: 905 403-2331

Email: infocanada@rsagroup.ca

Website: <https://www.rsagroup.ca/complaint-procedures>

It is our goal to resolve your complaint within 30 business days. If this is not possible, we will let you know within the 30 business days that it will take longer and explain the reason for the delay.

Please include your full name, address, and telephone number. In addition to providing the details of your concern, please make sure you have your policy or claim number ready so we can begin our review as quickly as possible.

RSA will work very diligently at resolving the problem to your satisfaction.

If you are not satisfied with the outcome and you wish to escalate it further, you can:

- request a review of your file,
- consult your legal counsel,
- contact one of the following organizations:

Autorité des marchés financiers (AMF)

Place de la Cité, tour Cominar
2640, boulevard Laurier, bureau 400
Québec (Québec) G1V 5C1
Québec: 418 525-0337
Montréal: 514 395-0337
Toll-free: 1 877 525-0337
Fax: 1 877 285-4378
Website: autorite.qc.ca

General Insurance OmbudService (GIO)

4711 Yonge Street, 10th Floor
Toronto, Ontario M2N 6K8
Toll Free: 1 877 225-0446
Fax: 416 299-4261
Website: giocanada.org

You must comply with the time limits imposed by law if you wish to bring a proceeding or any other action against the insurer.

We're here to help you. For any questions, call 1 800 243-0198 or 905 475-4822.

NOTICE OF RESCISSION OF AN INSURANCE CONTRACT

Notice given by a distributor

Section 440 of the Act respecting the distribution of financial products and services ([chapter D-9.2](#))

The Act respecting the distribution of financial products and services gives you important rights.

The Act allows you to rescind an insurance contract, **without penalty**, within 10 days of the date on which it is signed. However, the insurer may grant you a longer period.

To rescind the contract, you must give the insurer notice, within that time, by registered mail or any other means that allows you to obtain an acknowledgement of receipt.

Despite the rescission of the insurance contract, the first contract entered into will remain in force. Caution, it is possible that you may lose advantageous conditions as a result of this insurance contract; contact your distributor or consult your contract.

After the expiry of the applicable time, you may rescind the insurance contract at any time; however, penalties may apply.

For further information, contact the Autorité des marchés financiers at 1 877 525-0337 or visit [lautorite.qc.ca](#).

Notice of rescission of an insurance contract

Send to: Royal & Sun Alliance Insurance Company of Canada
700 University Avenue, Suite 1500A
Toronto, Ontario M5G 0A1

Date: _____ (date of sending of notice)

Pursuant to section 441 of the Act respecting the distribution of financial products and services,

I hereby rescind insurance contract no.: _____ (number of contract, if indicated)

Entered into on: _____ (date of signature of contract)

In: _____ (place of signature of contract)

(name of client)

(signature of client)

These insurance products are underwritten by Royal & Sun Alliance Insurance Company of Canada.

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Purchase insurance fact sheet



The purpose of this fact sheet is to inform you of your rights.
It does not relieve the insurer or the distributor of their obligations to you.

LET'S TALK INSURANCE!

Name of distributor: Amex Bank of Canada

Name of insurer: Royal & Sun Alliance Insurance Company of Canada

Name of insurance product: Purchase Insurance



IT'S YOUR CHOICE

You are never required to purchase insurance:

- that is offered by your distributor;
- from a person who is assigned to you; or
- to obtain a better interest rate or any other benefit.

Even if you are required to be insured, **you do not have to** purchase the insurance that is being offered. **You can choose** your insurance product and your insurer.



HOW TO CHOOSE

To choose the insurance product that's right for you, we recommend that you read the summary that describes the insurance product and that must be provided to you.



DISTRIBUTOR REMUNERATION

A portion of the amount you pay for the insurance will be paid to the distributor as remuneration.

The distributor **must** tell you when the remuneration exceeds 30% of that amount.



RIGHT TO CANCEL

The Act allows you to rescind an insurance contract, **at no cost**, within 10 days after the purchase of your insurance. However, the insurer may grant you a longer period of time. After that time, fees may apply if you cancel the insurance. **Ask** your distributor about the period of time granted to cancel it **at no cost**.

If the cost of the insurance is added to the financing amount and you cancel the insurance, your monthly financing payments might not change. Instead, the refund could be used **to shorten the financing period**. **Ask your distributor for details**.

The Autorité des marchés financiers can provide you with unbiased, objective information.
Visit www.lautorite.qc.ca or call the AMF at 1-877-525-0337.

Reserved for use by the insurer: Royal & Sun Alliance Insurance Company of Canada
700 University Avenue, Suite 1500A
Toronto, Ontario M5G 0A1
AMF Register - Insurer's client no.: 2001291200

This fact sheet cannot be modified