CERTIFICATES OF INSURANCE

TABLE OF CONTENTS

Travel Accident Insurance ................................................................. 2
Car Rental Theft and Damage Insurance ............................................. 6
Flight and Baggage Delay and Hotel/Motel Burglary ....................... 13
Customer Service Numbers .............................................................. 20
$500,000
TRAVEL ACCIDENT INSURANCE

Underwritten by Chubb Insurance Group of Canada, Head Office in
Canada: Toronto, Ontario (Herein called the Company)

Effective Date of this Certificate:
March 1, 2011.

INSURED PERSONS

An individual shall qualify as a Insured Person under the Master Group Policy
#6477-4608 (“the Policy”) only if he or she is a member of Category A, B, C or
D below:

An individual who is a member of category A, B, C or D below:

A. A Corporate Cardmember who has an American Express® Corporate
Card, American Express Corporate Gold Card, American Express
Business Expense Card, American Express AeroplanPlus® Corporate Card,
American Express AeroplanPlus Corporate Platinum Card, American Express
Corporate Platinum Card or American Express Corporate Purchasing Meetings Card issued by Amex Bank of Canada
(“American Express”), in his or her name;

B. Employee or member of a Sponsoring Organization with Business Travel
Accounts, Airline Billing Accounts or Treasurer’s Card Accounts who is
eligible to have his/her Transportation Costs charged to that
American Express Business Travel Account, Airline Billing Account or
Treasurer’s Card Account;

C. The Spouse or Dependent Child of such Persons in A or B above if
travelling with the Corporate Cardmember, employee or member of a
Sponsoring Organization on a Covered Bona Fide Business Trip and at the
request and expense of the Sponsoring Organization;

D. In addition, officers, partners, proprietors, consultants, employees or
employment candidates authorized by a Sponsoring Organization, whereas
the Sponsoring Organization has an American Express Corporate
Card, American Express Corporate Gold Card, American Express
Business Expense Card, American Express AeroplanPlus Corporate Card,
American Express AeroplanPlus Corporate Platinum Card, American Express
Corporate Platinum Card, American Express Corporate Purchasing Meetings Card, Business Travel Account, Airline Billing
Account or Treasurer’s Card Account issued by American Express to have
his/her Transportation Costs charged to that Account.

IMPORTANT DEFINITIONS

“Accident” or Accidental means a sudden, unforeseen and unexpected event
happening by chance.

“Accidental Bodily Injury(ies)” means bodily injury which is Accidental, is the
direct source of a Loss, is independent of disease, illness or other causes and
occurs while this policy is in force. “American Express Card,” for the purposes
of the Policy, unless otherwise specified, means any of the Cards or Accounts listed
in Category A, B, C or D above.

“Bona Fide Business Trip” means while on assignment by or at the direction of
the Sponsoring Organization for the purpose of furthering the business of the
Sponsoring Organization. It shall not include everyday travel to and from work,
bona fide leaves of absence, personal side trips, vacations or incidental work done
for the Sponsoring Organization during these times.

“Common Carrier” means any licensed land, water or air conveyance operated
by those whose occupation or business is transportation of persons or things without discrimination and for hire. Common Carrier excludes taxis, rental cars and hired cars.

“Dependent Child or Children” means those children, including adopted children and those children placed for adoption, who are primarily dependent upon the Insured Person for maintenance and support, and who are: 1) under the age of twenty-three (23) and reside with the Insured Person; or 2) beyond the age of twenty-three (23), permanently mentally or physically challenged, and incapable of self-support.

“Sponsoring Organization” means the corporation, partnership, association, proprietorship or any parent, subsidiary or affiliate thereof, which employs the Cardmember and participates in the American Express Card program offered by American Express.

“Spouse” means a person who is legally married to the Insured Person (“Married Spouse”) or a person who is at least eighteen (18) years of age and who has been living in a conjugal relationship with the Insured Person for the last 12 months, has been publicly represented as the Insured Person’s partner and who resides in the same household as the Insured Person (“Cohabitating Spouse”).

“Transportation Costs” means costs of travel as a fare paying passenger in any Common Carrier conveyance; provided that a portion of the Transportation Costs are charged to the American Express Account.

A Loss is covered by the Policy provided an Accidental Bodily Injury is sustained by the Insured Person, as defined:

1. while the Policy is in force with respect to the Insured Person, and
2. under the circumstances and in the manner described in the Description of Benefits below.

ACCIDENTAL DEATH AND DISMEMBERMENT BENEFIT
The Company shall pay a benefit amount determined from the Table of Losses if an Insured Person sustains a Loss stated herein resulting from an Accident, provided that:

1. such Loss occurs within 365 days after the date of Accident causing such Loss, and
2. if more than one Loss stated in said Table of Losses is sustained as the result of one Accident, only one of the amounts so stated in the said Table of Losses, the largest, shall be payable.

TABLE OF LOSSES

| LOSS OF LIFE | $500,000 |
| DISMEMBERMENT |   |
| Loss of both hands or both feet or sight of both eyes | $500,000 |
| Loss of one hand and one foot | $500,000 |
| Loss of the entire sight of one eye and one hand or one foot | $500,000 |
| Loss of speech and hearing | $500,000 |
| Loss of one hand or one foot | $250,000 |
| Loss of the entire sight of one eye | $250,000 |
| Loss of speech or hearing | $250,000 |
| Loss of thumb and index finger of the same hand | $125,000 |

“Loss of Life” means death, including clinical death determined by the local governing medical authorities. “Loss of Foot” means the complete severance through or above the ankle joint. We will consider it a Loss of Foot even if the foot is later reattached. “Loss of Hand” means complete severance through or above the knuckle joints of at least 4 fingers on the same hand or at least 3 fingers and the thumb on the same hand. We will consider it a Loss of Hand even if the fingers and/or thumb are later reattached. “Loss of Hearing” means the permanent and
irrecoverable total loss of hearing in both ears, as determined by a Physician. “Loss of Sight of an Eye” means the permanent and irrevocable loss of the entire sight in one eye, meaning that the remaining vision must be no better than 20/200 using a corrective aid or device as determined by a Physician. “Loss of Speech” means the permanent and irrevocable total loss of the capability of speech without the aid of mechanical devices, as determined by a Physician. “Loss of Thumb and Index Finger” means complete severance through or above the knuckle joints of the thumb and index finger of the same hand. We will consider it a Loss of Thumb and Index Finger even if one or both are later reattached.

**MAXIMUM PAYMENT FOR MULTIPLE LOSSES**

If an Insured Person has multiple Losses as the result of one Accident, we will only pay the single largest Benefit Amount applicable to the Losses suffered.

**EXPOSURE AND DISAPPEARANCE**

Accident includes unavoidable exposure to the elements arising from a covered Accident. If the Insured Person has not been found within one (1) year of the disappearance, as a result of forced landing, stranding, sinking, wrecking of a Common Carrier in which the Insured Person was covered as an occupant, it will be deemed, subject to all other terms of the policy, that the Insured Person has suffered Loss of Life covered under this policy.

**DESCRIPTION OF BENEFITS**

**24 Hour Accident Protection While on a Business Trip**

The applicable benefit amount is payable if an Insured Person sustains an Accidental Bodily Injury, anywhere in the world while on a Bona Fide Business Trip. If the Common Carrier passenger fare has been charged to the Account prior to departure for the airport, terminal or station, coverage begins upon departure from the Insured Person's residence or place of regular employment, whichever occurs last, directly to the airport, terminal or station.

If the Common Carrier passenger fare has not been charged prior to arrival at the airport, terminal or station, coverage begins at the time the travel passenger fare is charged to the Account. Coverage lasts for a maximum period of 30 days and ends upon return to the Insured Person's residence or place of regular employment, whichever occurs first. For Bona Fide Business Trips more than thirty (30) days in length, coverage: a) remains in effect until 12.01 am on the 31st day of the Bona Fide Business Trip; and b) will be reactivated when the Insured Person begins the Return Trip. Return Trip means the return from a Bona Fide Business Trip after 30 consecutive days to the Insured Person's residence or place of regular employment, whichever occurs first.

**EXCLUSIONS**

The Policy does not cover any Loss caused or contributed to by 1) an Accident occurring while an Insured Person is in, entering, or exiting any aircraft owned or leased by the Sponsoring Organization as defined for the Class of the Insured Person. 2) an Accident occurring while an Insured Person is in, entering, or exiting any aircraft while serving as an operator or crew member of any Common Carrier. This exclusion does not apply to passengers who temporarily perform operator or crew functions in a life threatening emergency. 3) Loss caused or contributed by the commission or aiding and abetting in the commission of an offence under the Criminal Code of Canada or the criminal laws of another country, or any attempt thereat by or on behalf of the Insured Person. 4) Loss caused or contributed by an Insured Person’s mental or physical illness, emotional trauma, disease, pregnancy, childbirth or miscarriage, bacterial or viral infection, or bodily malfunctions. This exclusion does not apply to Loss resulting from an Insured Person's bacterial infection caused by an Accident or from Accidental consumption of a substance contaminated by bacteria. 5) Loss caused by or contributed by the Insured Person's intoxication, as defined by laws of the jurisdiction where the Loss
occurred, or under the influence of any narcotic unless taken on the advice of a Physician and used in accordance with the prescription. 6) Loss caused or contributed by suicide or intentionally self-inflicted Injury by the Insured Person, or any attempt thereat, while sane or insane. 7) Loss caused or contributed by War or any act of War, whether declared or undeclared. Declared or undeclared War does not include acts of terrorism.

EFFECTIVE DATE
This insurance is effective March 1, 2011 and will cease on the date the Blanket Master Group Policy 6477-46-08 is terminated.

BENEFICIARY
The Loss of Life benefit will be paid to the beneficiary designated by the Insured Person. This choice must be in writing and filed with the Policyholder. All other Benefit Amounts are paid to the Insured Person, unless otherwise directed by the Insured Person or the Insured Person’s designee. If more than one beneficiary is designated and the beneficiaries’ respective interests are not specified, the designated beneficiaries shall share equally. If the Insured Person has not chosen a beneficiary, or if the designated beneficiary does not survive the Insured Person, we will pay the Benefit Amount as follows:

to the first surviving person or equally to the surviving persons in the first of the following classes of beneficiaries in which there is a living member:

a) the Insured Person’s Spouse. If there is more than one Spouse,”Spouse” means the Cohabiting Spouse at the time of Insured Person’s Loss;

b) the Insured Person’s children including legally adopted children provided that if an Insured Person has any surviving grandchildren by an Insured Person’s child that has not survived the Covered Person, such grandchildren will share equally the share that would have been paid to their parent had he/she survived the Insured Person;

c) to the Insured Person’s estate.

In determining such person or persons, the Company may rely upon an affidavit by a member of any of the classes of beneficiaries described above. Payment based upon any such affidavit shall fully discharge the Company from all obligations under the Policy unless, before such payment is made, the Company has received at the address specified above written notice of a valid claim by some other person(s). Any amount payable to a minor may be paid to the minor’s legal guardian.

Beneficiary Changes - The Insured Person, and no one else, has the right to change the beneficiary. The Insured Person does not need the consent of anyone to do so. Changes must be in writing and filed with the Policyholder. We do not assume any responsibility for the validity of these changes. With respect to Insured Persons living in Quebec, the beneficiary designation of a spouse is irrevocable, unless otherwise stipulated. Any other beneficiary is revocable. Benefit Assignment - Benefits may be assigned by giving us prior written notice.

PAYMENT OF CLAIMS
Written notice of claim must be given to Chubb Insurance Group of Canada, One Financial Place, 1 Adelaide Street East, Toronto, Ontario M5C2V9, within thirty (30) days after the occurrence or commencement of any Loss covered by this policy or as soon as reasonably possible. Notice must include enough information to identify the Insured Person and Policyholder. Failure to give Notice of Claim within thirty (30) days will not invalidate or reduce any claim if notice is given as soon as reasonably possible.

Claim Forms: When we receive notice of a claim we will send the Insured Person or the Insured Person’s designee, within fifteen (15) days, forms for giving us Proof of Loss. If the Insured Person or the Insured Person’s designee does not receive the forms, the Insured Person or the Insured Person’s designee should send
us a written description of the Loss. This written description should include information covering the occurrence, character and extent of the Loss for which claim is made.

**Claim Proof of Loss:** For all claims written Proof of Loss must be given to us within ninety (90) days after the date of Loss, or as soon as reasonably possible. Failure to give written Proof of Loss within this time frame will not invalidate or reduce any claim if notice is given as soon as reasonably possible, and in no event, except in cases where the claimant lacks legal capacity, later than one (1) year after the deadline to submit written Proof of Loss.

**Claim Payment:** For all benefits payable under this policy we will pay the Insured Person or beneficiary the applicable Benefit Amount within sixty (60) days after we receive a complete Proof of Loss, if the Insured Person and Policyholder have complied with all the terms of this policy.

The benefits described herein are subject to all of the terms and conditions of the Blanket Master Group Policy 6477-46-08. This Certificate of Insurance replaces any prior Certificate of Insurance that may have been furnished in connection with Business Travel Accident Insurance.

For questions about coverage, change in beneficiary or other inquiries, please contact American Express at 1-800-716-6661. For claims, contact Chubb Insurance Company of Canada at 1-800-532-4822.

As a handy reference guide, please read this and keep it in a safe place with other insurance documents. This description of coverage is not a contract of insurance but is simply an informative statement of the principal provisions pertaining to this plan of insurance while in effect. Complete provisions pertaining to this plan of Insurance as contained in the Master Policy on file with the Policyholder: AMEX Bank of Canada. Any terms of this policy which are in conflict with the applicable statutes, law or regulations of the province or territory in which this Policy is issued are amended to conform to such statutes. If a statement in this description of coverage and any provision in the policy differ, the policy will govern.

Chubb Insurance Group of Canada
DOT 44-0445 Cdn
8822

*® Used by Amex Bank of Canada under license from American Express.
® Aeroplan and AeroplanPlus are registered trademarks of Aeroplan Canada Inc.*

CAR RENTAL THEFT
AND DAMAGE INSURANCE

Effective Date of this Certificate: March 1, 2011.

Royal & Sun Alliance Insurance Company of Canada (referred to in this Certificate as the "Company") provides the insurance for this Certificate under Master Policy PSI018515861 (referred to in this Certificate as the "Policy") issued to Amex Bank of Canada (referred to in this Certificate as the "Policyholder"). This Certificate is not a contract of insurance and contains only a summary of the principal provisions of the Policy. All benefits are subject in every respect to the Policy which alone constitutes the Agreement under which payments are made. This coverage may be cancelled, changed or modified at the option of the Company or the Policyholder at any time without notice. This Certificate replaces any and all certificates previously issued to the Cardmember with respect to the Policy.

This Certificate of insurance outlines what Car Rental Theft and Damage
Insurance is and what is covered along with the conditions under which a Cardmember rents and operates a Rental Auto but does not accept the Collision Damage Waiver (CDW), Loss Damage Waiver (LDW), or their equivalent offered by a Rental Agency. It also provides instructions on how to make a claim. This Certificate should be kept in a safe place and carried with the Cardmember when they travel.

The Cardmember should check with their personal automobile insurer and the Rental Agency to ensure that they and all other drivers have adequate third party liability, personal injury and damage to property coverage. This Certificate only covers theft, loss or damage to the Rental Auto as stipulated herein.

IMPORTANT - PLEASE READ THE ENTIRE CERTIFICATE CAREFULLY:

A Rental Agency has no obligation to explain the Car Rental Theft and Damage Insurance coverage to the Cardmember. It is important to note that a Rental Agency may not classify vehicles, especially Mini-Vans, in the same manner as the Company. The Cardmember should confirm with Royal & Sun Alliance Insurance Company that their Rental Auto has coverage under this Certificate. Confirmation of coverage under the Policy or any questions concerning the details included herein, should be directed to the Company at 1-800-243-0198 (in Canada or the United States) or call collect 905-475-4822 (elsewhere in the world).

When the value of the Rental Auto, in its model year, is over the Manufacturer’s Suggested Retail Price (MSRP) of eighty-five thousand dollars ($85,000) Canadian excluding all taxes, at the place the Rental Agreement is signed or where the Rental Auto is picked up, no coverage will be provided under this Certificate.

PART I DEFINITIONS

The terms set out below, wherever they appear in this Certificate, shall be interpreted as follows:

“Actual Cash Value” means what the vehicle is worth on the date of the theft, loss and damage and takes into account such things as depreciation and obsolescence. In determining depreciation, the Company will consider the condition of the Rental Auto immediately before the theft, loss and damage occurred, the standard market resale value and normal life expectancy.

“Antique” means a vehicle over 20 years old or which has not been manufactured for 10 years or more.


“Cardmember” means a holder of a valid Basic or Supplementary Card issued in Canada by Amex Bank of Canada who pays for the rental(s) with the valid Amex Bank of Canada Card.

“Coverage Period” means the period of time not to exceed more than forty-eight (48) consecutive days, commencing at the time the Cardmember legally takes control of the Rental Auto and ends at the time the Rental Agency resumes control of the Rental Auto. If the Cardmember rents a vehicle for longer than forty-eight (48) consecutive days, there will be no coverage under this insurance, including the first forty-eight (48) days. Coverage cannot be extended for more than forty-eight (48) days by renewing or taking out a new Rental Agreement with the same or another Rental Agency for the same or another vehicle. A full calendar day between rentals must exist in order to break the 48 consecutive day cycle.

“Eligible Person” means a Cardmember and Secondary Drivers, while covered under this Certificate.

“Exotic” means any automobile which is not a standard Rental Auto offered by most of the Rental Agencies in the province or state, or in a country without provinces or states, where the vehicle was rented or is a vehicle totally or partially custom made, hand made, hand finished or is a vehicle of limited production (under 2,000 vehicles per year by the manufacturer). Exotic
automobiles include, but are not limited to the following models: Aston Martin, Bentley, Bricklin, Daimler, DeLorean, Excalibur, Ferrari, Jaguar, Jensen, Lamborghini, Lotus, Maserati, Porsche, Rolls Royce and limousines.

“Expensive” means any vehicle with, in its model year, a Manufacturer’s Suggested Retail Price (MSRP) excluding all taxes, over eighty-five thousand dollars ($85,000) Canadian, at the place the Rental Agreement is signed or the Rental Auto is picked up.

“Loss of Use” means the amount paid to a Rental Agency to compensate it when a Rental Auto is unavailable for rental while undergoing repairs for damage incurred during the Coverage Period.

“Mini-Van” means a vehicle which is designed and made by an automobile manufacturer as a mini-van, which has a manufacturer’s list Gross Vehicle Weight of not more than 5955 pounds or 2680 kilograms. It is exclusively made to transport a maximum of eight (8) people including the driver. It is used exclusively for transportation of passengers and their luggage and will not be used by the Cardmember for transportation of passengers for hire. It includes but is not limited to the following models: Ford Freestar, Chevrolet Astro, GMC Safari, Dodge Caravan, Honda Odyssey, Toyota Sienna and Nissan Quest.

“Gross Vehicle Weight” means the weight of the complete Mini-Van plus the maximum load that it has been designed to carry.

“Off-Road Vehicle” means any vehicle while it is being operated on a road not maintained by a federal, provincial, state, or local agency, not including an ingress or egress to private property, or any vehicle which cannot be licensed to drive on a public road and is designed and manufactured primarily for off-road usage.

“Principal Driver” means the person (the principal driver must also be the Cardmember) who drives the Rental Auto the majority of the time during the Coverage Period.

“Secondary Drivers” means any drivers who are not the Principal Driver of the Rental Auto who are permitted to operate the Rental Auto by the Cardmember (the Principal Driver) and who are specifically listed on the Rental Agreement and provided they are permitted to operate the Rental Auto in accordance with the Rental Agreement, while covered under this Certificate.

“Rental Agency” means an auto rental agency licensed under the law of the applicable jurisdiction which provides a Rental Agreement.

“Rental Agreement” means the written contract between the Cardmember and the Rental Agency for the Rental Auto.

“Rental Auto” means an automobile not rented in excess of the Coverage Period from a Rental Agency, that is not an Antique, Expensive, or Exotic automobile, nor a truck, Off-Road Vehicle, motorcycle, moped, recreational vehicle, camper, trailer, nor a van, but certain Mini-Vans are covered.

“Tax-Free Car” means a tax-free car package that provides tourists with a short-term (17 days to 6 months), tax-free vehicle lease agreement with a guaranteed buyback.

PART II  TERMS OF COVERAGE

A. WHEN COVERAGE BEGINS:

All coverage for eligible Cardmembers will take effect at the time the Cardmember legally takes control of the Rental Auto.

B. WHEN COVERAGE ENDS:

A Cardmember’s coverage will end at the earliest of the following:

1. Rental Agency resumes control of the Rental Auto;
2. When a Cardmember is no longer defined as a Cardmember or Principal Driver as stated in this Certificate;
3. The date on which the Policy is cancelled except that coverage in effect at the time of such cancellation will be continued on outstanding rentals until the Cardmember returns the Rental Auto to the Rental Agency, provided the total rental period does not exceed the Coverage Period;

8
Please note that the Cardmember’s responsibility for the Rental Agreement does not terminate by simply dropping off the keys at the Rental Agency or other drop box. Any damages between that time and the time the Rental Agency staff complete their Inspection Report will be held to the Cardmember’s responsibility, so whenever possible the Cardmember should arrange to be present when the Rental Agency conducts their final inspection of the Rental Auto.

PART III DESCRIPTION OF COVERAGE

The Car Rental Theft and Damage Insurance compensates the Cardmember or a Rental Agency for theft, loss and damage, up to the Actual Cash Value of the Rental Auto and valid Rental Agency Loss of Use charges when the conditions described below are met. The following conditions must be satisfied for coverage to be in effect:

1. A Cardmember must initiate and complete the entire rental transaction with the same valid Card. The full cost, including applicable taxes, of the rental, must be charged to their Card. Rental Autos which are part of prepaid travel packages are also covered if the total package was paid for using the Cardmember’s Card;

2. A Cardmember is covered if they receive a “free rental” as a result of a promotion, where they have had to make previous vehicle rentals if each such previous rental was entirely paid for with the Cardmember’s Card and the applicable taxes for the “free rental” have been charged to the Cardmember’s Card;

3. A Cardmember is covered if they receive a “free rental” day(s) as a result of the Card reward program for the number of days of free rental and the applicable taxes have been charged to their Card. If the free rental day(s) are combined with rental days for which the Cardmember must pay, the entire additional payment including taxes must be paid for using their Card;

4. A Cardmember is covered if points earned under their Card reward program are used to pay for the rentals and the applicable taxes have been charged to their Card. However, if only a partial payment is paid using the Card rewards program, the entire additional payment of that rental, including any applicable taxes, must be paid for using their Card in order to be covered;

5. Only a Cardmember can rent the vehicle and decline the Rental Agency’s CDW, LDW or an equivalent coverage offering. Anyone other than the Cardmember doing so would void coverage;

6. A Cardmember is covered for any car, sport utility vehicle, and Mini-Van, in its model year, with a Manufacturer’s Suggested Retail Price (MSRP) under eighty-five thousand dollars ($85,000) Canadian, excluding all taxes, at the place the Rental Agreement is signed or where the Rental Auto is picked up, with the exception of those listed and described in the exclusion section titled “The following vehicles are excluded from coverage under this Certificate”;

7. A Cardmember is covered when only one Rental Auto is rented at a time, i.e. if during the same period there is more than one vehicle rented by the Cardmember, only the first rental will be eligible for these benefits;

8. The Cardmember must decline the Rental Agency’s CDW, LDW or similar coverage offered by the Rental Agency on the rental contract. If there is no space on the vehicle rental contract for the Cardmember to indicate that they have declined the coverage, then they should indicate in writing on the contract “I decline the CDW provided by the Rental Agency”;

9. The length of time the Cardmember rents the same vehicle must not exceed 48 consecutive days, which includes instances where the Cardmember is renting one vehicle immediately after the other. A full calendar day between rentals must exist in order to break the 48 consecutive day cycle. If the rental
period exceeds 48 consecutive days, coverage will not be provided from the first day of rental onwards;

10. The Cardmember and/or Eligible Person has not been indemnified for damages or expenses covered under the Policy by or through personal insurance.

When a Cardmember does not have the option available to decline the Rental Agency’s CDW, LDW or similar provision, the Company will pay for covered theft, loss and damage up to the limit of the deductible stipulated in the Rental Agency’s CDW, LDW or similar provision, purchased by the Cardmember. This shall not be construed to provide coverage where the Rental Agency is responsible by legislation or law for any damage to the Rental Auto.

PART IV EXCLUSIONS

This Certificate does not cover losses to automobiles or other vehicles which are not Rental Autos, or losses arising from, caused by, or which contributed to:

1. Third party liability;
2. Damages or expenses assumed, waived, or that may be paid by the Rental Agency, or by its insurer pursuant to any direct compensation agreement or other applicable sections of provincial insurance acts;
3. Personal injury or damage to property, except the Rental Auto itself or its equipment;
4. Replacement vehicle for which an automobile insurance is covering all or part of the cost of the rental;
5. The operation of the Rental Auto at any time during the Coverage Period where an Eligible Person is driving while intoxicated or under the influence of any illegal or prescribed (if advised not to operate a vehicle) narcotic;
6. Any dishonest, fraudulent or criminal act committed by any Eligible Person or at their direction;
7. Participation in any race or speed test;
8. The use of a fuel type or octane level that differs from the manufacturer’s recommended fuel for that Rental Auto;
9. Normal wear and tear, gradual deterioration, or mechanical or electrical breakdown or failure, inherent vice or damage, insects or vermin;
10. The operation of the Rental Auto in violation of the terms of the Rental Agreement except:
   (a) Eligible Person as defined may operate the Rental Auto;
   (b) The Rental Auto may be driven on publicly maintained gravel roads;
   (c) The Rental Auto may be driven across provincial and state boundaries in Canada and the U.S. and between Canada and the U.S.

N.B. It must be noted that theft, loss and damage arising while the Rental Auto is being operated under (a), (b) or (c) above is covered by this insurance, subject however to all other terms, conditions and exclusions contained in this Certificate. However, the Rental Agency’s third party liability insurance may not be in force and, as such, a Cardmember must ensure that they are adequately insured privately for third party liability.

11. Seizure or destruction under a quarantine or customs regulations or confiscation by or order of any government or public authority; the damage between the time of seizure, confiscation or quarantine and the time the Rental Agency staff complete their Inspection Report will be held to be the Cardmember’s responsibility, so whenever possible they should arrange to be present when the Rental Agency conducts their final inspection of the vehicle;
12. The transportation of contraband or illegal trade;
13. War, hostile or warlike action, insurrection, rebellion, revolution, civil war, usurped power, or action taken by government or public authority in hindering, combating or defending against such action;
14. The transportation of property or passengers for hire;
15. Nuclear reaction, nuclear radiation, or radioactive contamination, any weapon of war employing atomic fission or a radioactive force;
16. Intentional damage to the Rental Auto by an Eligible Person or at their direction;
17. The loss, damage or misplacement of vehicle entry devices including keys and remote control devices or any related consequential loss, damage or expense.

The following vehicles are excluded from coverage under this Certificate:
1. Any vehicle, in its model year, with a Manufacturer’s Suggested Retail Price (MSRP) over eighty-five thousand dollars ($85,000) Canadian, excluding all taxes, at the place the Rental Agreement is signed or where the Rental Auto is picked up;
2. Vans, cargo vans or mini cargo vans (other than Mini-Vans);
3. Trucks, pick-up trucks or any vehicle that can be spontaneously reconfigured into a pick-up truck;
4. Limousines;
5. Off-Road Vehicles;
6. Motorcycles, mopeds or motor bikes;
7. Trailers, campers, recreational vehicles or vehicles not licensed for road use;
8. Vehicles towing or propelling trailers or any other object;
9. Mini-buses or buses;
10. Exotic vehicles, meaning vehicles such as but not limited to, Aston Martin, Bentley, Bricklin, Daimler, De Lorean, Excalibur, Ferrari, Jaguar, Jensen, Lamborghini, Lotus, Maserati, Porsche, Rolls Royce and limousines;
11. Any vehicle which is either wholly or in part hand made, hand finished or has a limited production of under 2,000 vehicles per year;
12. Antique vehicles, meaning a vehicle over twenty (20) years old or which has not been manufactured for ten (10) years or more;
13. Tax-Free Cars.

PART V IN THE EVENT OF AN ACCIDENT/THEFT
All claims must be reported within 48 hours of the theft, loss and damage occurring by calling 1-800-243-0198 (in Canada or the United States) or by calling collect (905) 475-4822 (elsewhere in the world).
The Rental Auto must be carefully checked for scratches or dents before and after the Cardmember rents the vehicle. They should be sure to point out where the scratches or dents are located to a Rental Agency representative and have him or her note these on the appropriate form and retain a copy for their records.
If the Rental Auto has sustained damage of any kind during the Coverage Period, the Cardmember must immediately phone one of the numbers provided and must not sign a blank sales draft to cover the damage and Loss of Use charges or a sales draft with an estimated cost of repair and Loss of Use charges.
It is important to note that the Cardmember will remain responsible for the theft, loss and damage and that they may be contacted in the future to answer inquiries during the claim process.
If a Cardmember is making a claim, their claim must be submitted with as much documentation as possible, as requested below, within 45 days of discovering the theft, loss and damage.
The following claim documentation is required:
• Statement(s) if requested;
• Sales draft showing that the Rental Auto was paid in full with the
Card, or the sales draft showing the balance of charges for the rental if points earned under the Card reward program were used to pay for part of the rental;

- A copy of both sides of the vehicle Rental Agreement;
- The accident or damage report, if available;
- The itemized repair bill;
- The receipt for paid repairs;
- The police report, when available, and if a police report is not legally required in the jurisdiction in which the accident occurred, then the name, badge number and division address of the police officer contacted;
- A copy of the billing or pre-billing statement if any repair charges were billed to the account.

Forward this documentation to:
Royal & Sun Alliance Insurance Company of Canada
Claims Management Services
2225 Erin Mills Parkway, Suite 1000
Mississauga, Ontario L5K 2S9

For all written and verbal correspondence, please include the Cardmember’s name, the Policyholder’s name, and the Policy number PSI018515861.

LEGAL ACTIONS: No legal action for a claim can be brought against the Company until sixty (60) days after the Company receives proof of loss. No legal action for a claim can be brought against the Company more than one (1) year after the time for giving proof of loss or such longer period may be prescribed by applicable law.

CANADIAN CURRENCY: All payments shall be payable in the lawful currency of Canada. All benefit limits indicated are in Canadian currency.

DISAGREEMENT OVER SIZE OF LOSS: If there is a disagreement about the amount of the loss, either the Cardmember or the Company can make a written demand for an appraisal. After the demand, the Cardmember selects a competent appraiser and the Company selects a competent appraiser. After examining the facts, each of the two appraisers will give an opinion on the amount of the loss. If they do not agree, they will select an arbitrator. Any figure agreed to by two of the three (the appraisers and the arbitrator) will be binding. The Cardmember must pay the appraiser he or she chooses. The Company will pay the appraiser they chose. The Cardmember will share with the Company the cost of the arbitrator and the appraisal process.

SUBROGATION: To the extent the Company pays for a loss suffered by a Cardmember, the Company will take over the rights and remedies the Cardmember had relating to the loss. This is known as subrogation. The Cardmember must help the Company preserve their rights against those responsible for the Company’s loss. This may involve signing any papers and taking any other steps the Company may reasonably require. If the Company takes over a Cardmember’s rights, the Cardmember must sign an appropriate subrogation form supplied by the Company.

PROTECTING CARDMEMBER’S PRIVACY
Royal & Sun Alliance Insurance Company of Canada is committed to protecting the Cardmember’s privacy and the confidentiality of their personal information. Royal & Sun Alliance is responsible for all personal information under its control and has designated a Privacy Officer who is accountable to Senior Management for Royal & Sun Alliance’s compliance with this Privacy Policy. This Privacy Policy may change from time to time. The Cardmember can view the latest and entire version of this Policy by visiting our website at www.rsagroup.ca. If the Cardmember has any questions about this Privacy Policy please call us at 1-888-877-1710.

8828

®

®*

Aeroplan and AeroplanPlus are registered trademarks of Aeroplan Canada Inc.
FLIGHT AND BAGGAGE DELAY AND HOTEL/MOTEL BURGLARY INSURANCE

Effective Date of this Certificate:
March 1, 2011.

INTRODUCTION
Flight and Baggage Delay and Hotel/Motel Burglary Insurance for AMEX Cardmembers and insured persons.
Amex Bank of Canada has been issued group insurance policy F2035801A for Flight and Baggage Delay and Hotel/Motel Burglary Insurance coverage by RBC Insurance Company of Canada (the “Insurer”). For Baggage Delay and Hotel/Motel Burglary insurance coverage (“the Insurer”) is RBC General Insurance Company in Quebec and RBC Insurance Company of Canada, in the rest of Canada. This Certificate of Insurance summarizes the provisions of the group insurance policy applicable to your AMEX card for Flight and Baggage Delay and Hotel/Motel Burglary Insurance.
All italicized terms have the specific meaning explained in the “Definitions” section of this Certificate of Insurance.

WHAT TO DO IN AN EMERGENCY?
If you have an emergency, you can call Assured Assistance Inc. (Assured Assistance).
Assured Assistance can be contacted 24 hours a day, 7 days a week by calling:
1-866-426-7505 toll-free from the US & Canada, or
(905) 816-1884 collect from anywhere in the world

DEFINITIONS
Throughout this Certificate of Insurance, all italicized terms have the specific meaning explained below.
Aggregate Limit - the maximum amount which will be paid as the result of any covered occurrence regardless of the number of fares charged to the card. If the total amount claimed by the insured persons as a result of any one covered occurrence is more than the aggregate limit, the amount to be paid will be prorated for all insured persons.
Burglary - the taking of or damage to personal property as a result of illegal entry into your hotel/motel premises for which there are visible signs of force made by tools, explosives, electricity or chemicals.
Card - means an American Express® Corporate Card or American Express® AeroplanPlus® Corporate Card.
Cardmember - means a holder of a valid Basic or Supplementary card issued in Canada by Amex Bank of Canada who pays for the full fare (Coverages A, B and C) or who reserves and pays for the hotel/motel room (Coverage D) using the valid Amex Bank of Canada card.
Daily basis - means the remainder of time left in any day of the week, ending at 12:00 A.M. (midnight) of the same day.
Dependent Children - means any natural child, any legally adopted child, any step-child of or any child dependent upon the cardmember in a “parent-child” relationship for maintenance and support who is:
a) Under the age of 21 years and unmarried;
b) Under the age of 25 years and unmarried and in full time attendance at a college or university; or
c) By reason of mental or physical infirmity, incapable of self-sustaining employment and totally dependent upon the cardmember for support within the terms of the Income Tax Act (Canada).

Deplaning - means exiting from the aircraft once it has arrived at the scheduled destination point.

Essential Clothing - means the minimum basic clothing that is absolutely necessary and indispensable due to the delay of baggage as determined by us.

Full Fare - means 100% of the airline ticket price, including taxes, was charged to the card. Full fare is extended to include airline tickets obtained through the redemption of points from the card reward program when applicable taxes have been charged to the card. Full fare is also extended to include free hotel/motel stays obtained through the redemption of points from the card reward program.

Insured Person - means a cardmember, a cardmember’s spouse, and a cardmember’s dependent children, whether travelling together or not.

Occurrence - a loss or losses arising from a single event or incident which is neither expected nor intended by an insured person.

Outbound - any flight that is away from an insured person’s place of residence or any flight that is not a return flight that will be landing at the insured person’s place of residence.

Reasonable Living Expenses - an insured person’s, reasonable expenses for meals and accommodation as determined by us.

Spouse - the person who is legally married to, the cardmember, or has been living in a conjugal relationship with the cardmember for a continuous period of at least one year and who resides in the same household.

Sundry Items - means items such as toiletries, a magazine, a paperback book and other reasonable small item purchases as determined by us.

We, us and our - refer to RBC Insurance Company of Canada or RBC General Insurance Company (the Insurer).

You, yourself and your - refer to the insured person.

WHEN DOES COVERAGE BEGIN AND END?

Coverage begins for an insured person;
For Coverage A, B, and C - when the full fare of the insured person’s airline ticket is charged in advance to the cardmember’s card.
For Coverage D - when the cost of the insured person’s hotel/motel room is reserved, booked and charged to the cardmember’s card.

Coverage ends on the earliest of:
1. when you return to your place of residence;
2. the date the cardmember’s card account is cancelled;
3. the date the cardmember’s card privileges are terminated;
4. the date the cardmember’s card account is no longer in good standing as per the cardmember’s Cardmember Agreement issued by Amex Bank of Canada;
5. the date the group insurance policy terminates.

WHAT IS COVERED AND WHAT ARE THE BENEFITS?

Coverage A - Missed Connection

If due to the delay of the insured person’s incoming flight, the insured person misses a confirmed onward connecting flight and no alternative onward
transportation is made available within four (4) hours of deplaning, we will pay the insured person’s necessary and reasonable living expenses incurred within forty-eight (48) hours of deplaning and other sundry items.

**Coverage B - Delayed Flight Departure or Denied Boarding**

If the insured person’s confirmed scheduled departure from any airport is delayed for four (4) hours or more, or the insured person is denied boarding of the aircraft due to overbooking and no alternative transportation is made available to the insured person within four (4) hours of the scheduled departure time of the original flight, we will pay the insured person’s necessary and reasonable living expenses incurred within forty-eight (48) hours of the delay or denied boarding and other sundry items.

**Coverage C - Emergency Baggage Delay**

If the insured person’s accompanying checked-in baggage is not delivered to them within six (6) hours of the insured person’s arrival at the outbound scheduled flight destination point, we will pay for the insured person’s immediate reasonable and necessary expenses incurred on a daily basis with respect to emergency purchases of essential clothing and other sundry items, provided such expenses are incurred within four (4) days of the insured person’s arrival at the outbound scheduled destination point and prior to the return of such baggage.

**The maximum aggregate limit payable under Coverage A, B, or C in respect of any one occurrence is $500.00.**

**Coverage D - Hotel/Motel Burglary**

If the insured person suffers a loss due to burglary into their hotel/motel room while registered as a guest of a hotel/motel, we will reimburse the insured person for the loss of personal items (excluding cash) upon receipt of due proof of loss.

**The maximum payable under Coverage D is $500.00 per burglary occurrence.**

**GENERAL EXCLUSIONS**

This insurance does not cover any loss, claim or expense of any kind caused directly or indirectly from:

1. Alternate travel arrangements made by the insured person such as a taxi, limo, bus or the purchase of an airline ticket;
2. Emergency Baggage Delay as a result of a flight that is returning to an insured person’s place of residence;
3. Failure of any device to correctly read or interpret date/time data;
4. Any illegal activity, fraud, criminal activity, committed by or attempted by an insured person;
5. Any act of war, whether declared or undeclared, hostile or warlike action, insurrection, rebellion, revolution, civil war, usurped power, or action taken by government or public authority in hindering, combating or defending against such action;
6. Terrorism, meaning any ideologically motivated unlawful act or acts, including but not limited to the use of violence or force or threat of violence or force, committed by or on behalf of any group(s), organization(s) or government(s) for the purpose of influencing any government and/or instilling fear in the public or a section of the public;
7. Nuclear reaction, nuclear radiation, or radioactive contamination, any weapon of war employing atomic fission or a radioactive force.
HOW DO YOU SUBMIT A CLAIM?

1. You must file your claim with us within 30 days after the occurrence.
2. If you need a Claim & Authorization form, please contact our Claims Department at:
   P.O. Box 97, Station A, Mississauga, Ontario, L5A 2Y9
   905-816-2567 or 1-866-426-7496
3. When submitting a claim, the following documentation is required:

   **For Coverages A & B:**
   - Itemized original receipts for actual expenses incurred.
   - A copy of the travel agent’s invoice/itinerary, and a copy of the account statement in which the full fare expense appears, showing the card as the method of payment or showing it as a free ticket obtained through the redemption of points from the card reward program.
   - Alternate boarding pass or flight delay report from airline.

   **For Coverage C:**
   - Itemized original receipts for actual expenses incurred.
   - A copy of the travel agent’s invoice/itinerary, and a copy of the account statement in which the full fare expense appears, showing the card as the method of payment or showing it as a free ticket obtained through the redemption of points from the card reward program.
   - Verification from the airline of the delay including reason, duration of delay, and any compensation issued.
   - Proof of delivery confirming date/time baggage was delivered.

   **For Coverage D:**
   - Invoice issued by hotel/motel.
   - A copy of the account statement in which the full cost of the hotel/motel appears, showing the card as the method of payment.
   - Police report confirming forced entry and a hotel/motel burglary report.
   - Receipts for repaired or replaced items.

FAILURE TO COMPLETE THE REQUIRED CLAIM & AUTHORIZATION FORM IN FULL WILL DELAY THE ASSESSMENT OF YOUR CLAIM.

WHAT OTHER TERMS SHOULD YOU KNOW ABOUT?

This Certificate of Insurance evidences the agreement between you and us. Despite any other provision of this agreement; this agreement is subject to any applicable federal and provincial statutes concerning contracts of insurance. This coverage may be cancelled, changed or modified at our option or at the option of Amex Bank of Canada at any time without notice. This Certificate of Insurance replaces any and all certificates previously issued to the cardmember with respect to group insurance policy F2035801A.

1. In case of an occurrence or loss covered by this Certificate of Insurance the insured person must comply with the following requirements. Failure by the insured person to comply with these conditions shall invalidate any claims under this Certificate of Insurance:
   a. Notify us as provided above;
   b. In the case of Coverage D take all reasonable steps to protect, save or recover the property;
   c. In the case of Coverage D, promptly notify either the police or other proper authority. Police report and official letter from
hotel/motel must be received in writing (copy of such is necessary to validate the claims);

d. Provide, within ninety (90) days from the date of loss or damage, the documents specified under “How do you submit a claim?”

2. This coverage is excess insurance and we are the last payors. All other sources of recovery, indemnity payments or insurance coverage must be exhausted before any payments will be made under this coverage.

3. If you are eligible, from any other insurer, for benefits similar to the benefits provided under this insurance, the total benefits paid to you by all insurers cannot exceed the actual expense that you have incurred. We will coordinate the payment of benefits with all insurers from whom you are eligible for benefits similar to those provided under this insurance, to a maximum of the largest amount specified by each insurer.

4. If you incur expenses covered under this insurance due to the fault of a third party, we may take action against the party at fault. You agree to cooperate fully with us and to allow us, at our own expense, to bring a law suit in your name against the third party. If you recover against a third party, you agree to hold in trust sufficient funds to reimburse us for the amounts paid under the insurance.

5. Any information that has been misrepresented, or misstated to us by you or is incomplete may result in this Certificate of Insurance and your coverage being null and void, in which case no benefits will be paid.

6. Any claim for a loss covered under this Certificate of Insurance will be adjusted and paid when satisfactory proof of the loss is provided. Any claim for lost property covered under this Certificate of Insurance will be adjusted and paid if the property is not found within fourteen (14) days. The insured person must give proof of loss and values of the items lost to us. All benefits will be paid to the insured person.

7. We will not pay more than the lesser of the following amounts:
   a. The actual replacement value of the property, at the time of loss or damage;
   b. The amount for which the property could be replaced with property of like kind and quality if an identical replacement cannot reasonably be obtained;
   c. The amount for which the property could be repaired to its condition prior to the damage;
   d. The maximum benefit applicable for each coverage under this Certificate of Insurance.

8. All payments shall be payable in the lawful currency of Canada. All benefit limits indicated are in Canadian currency. This insurance will not pay for any interest or any fluctuations in the exchange rate.

9. No legal action for a claim can be brought against us more than one (1) year after the time for giving proof of loss, or such longer period as may be prescribed by law.

At your option, you may request that any dispute with us relating to this insurance be decided by arbitration. If we agree with your request, the arbitration will be before a single arbitrator in, and under the rules embodied in the arbitration legislation of, the Canadian province or territory in which this insurance was issued to the
cardmember. In the absence of such legislation, the arbitration will be conducted under the rules embodied in the Commercial Arbitration Act, R.S.C. 1985, C.17 (second supp.), as amended.

COLLECTION AND USE OF PERSONAL INFORMATION

Collecting your personal information
We (RBC Insurance Company of Canada or RBC General Insurance Company) may collect information about you such as:

- information establishing your identity (for example, name, address, phone number, date of birth, etc.) and your personal background;
- information you provide through the application and claims process for any of our insurance products and services; and
- information for the provision of insurance products and services.

We may collect information from you, either directly or through our representatives. We may collect and confirm this information during the course of our relationship. We may also obtain this information from a variety of sources including hospitals, doctors and other health care providers, the government (including government health insurance plans) and governmental agencies, other insurance companies, travel suppliers, law enforcement authorities, private investigators, your family and friends, and any references you provide.

Using your personal information
This information may be used for the following purposes:

- to verify your identity and investigate your personal background;
- to issue and maintain insurance products and services you may request;
- to evaluate insurance risk, manage and coordinate claims, re-price medical expenses and negotiate payment of claims expenses;
- to better understand your insurance situation;
- to determine your eligibility for insurance products and services we offer;
- to help us better understand the current and future needs of our clients;
- to communicate to you any benefit, feature and other information about products and services you have with us;
- to help us better manage our business and your relationship with us; and
- as required or permitted by law.

For these purposes, we may make this information available to our employees, our agents, service providers and other third parties, who are required to maintain the confidentiality of this information.

In the event our service provider is located outside of Canada, the service provider is bound by, and the information may be disclosed in accordance with, the laws of the jurisdiction in which the service provider is located. Third parties may include other insurance companies, other financial institutions, health organizations and the government (including government health insurance plans) and governmental agencies.

Upon your request, we may give this information to other persons. We may also use this information and share it with RBC companies*** (i) to manage our risks and operations and those of RBC companies, (ii) to comply with valid requests for information about you from regulators, government agencies, public bodies or other entities who have a right to issue such requests, and (iii) to let RBC companies know your choices under “Other uses of your personal information” for the sole purpose of honouring your choices.
Other uses of your personal information
When you request our products and services from your travel supplier, there are other ways we may use your information. For example, we may use or share some of your information to help your travel supplier better manage their relationship with you and to help them offer you the best solutions for your travel needs. However, we will never use or share your health information for these purposes.

Your right to access your personal information
You may obtain access to the information we hold about you at any time and review its content and accuracy, and have it amended as appropriate; however, access may be restricted as permitted or required by law. To request access to such information, to ask questions about our privacy policies or to request that the information not be used for any or all of the purposes outlined in “Other uses of your personal information” you may do so now or at any time in the future by contacting us at:

P.O. Box 97, Station A
Mississauga, Ontario L5A 2Y9
Phone: 1-866-426-7496
Fax: (905) 813-4701

Our privacy policies
You may obtain more information about our privacy policies by asking for a copy of our “Straight Talk®” brochure about privacy, by calling us at the toll free number shown above or by visiting our web site at www.rbc.com/privacy.

® Used by Amex Bank of Canada under license from American Express.
®* Aeroplan and AeroplanPlus are registered trademarks of Aeroplan Canada Inc.
®** Registered trademarks of Royal Bank of Canada. Used under licence.
CUSTOMER SERVICE NUMBERS

Chubb Insurance Group of Canada:
Travel Accident Insurance
  General Inquiries: 1-800-716-6661
  Claims Information: 1-800-532-4822

RBC Insurance Company of Canada: 1-866-426-7496
  Flight and Baggage Delay and Hotel/Motel Burglary

Royal & Sun Alliance Insurance Co. of Canada: 1-800-243-0198
  Car Rental Theft and Damage Insurance