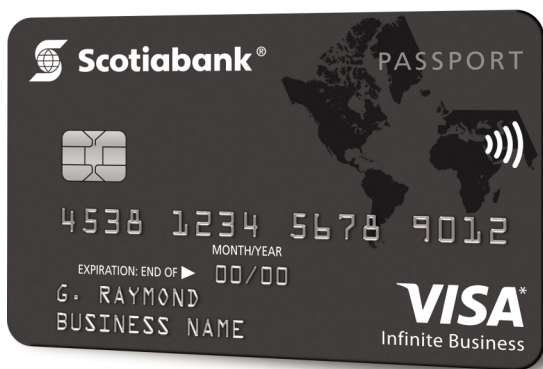


Scotiabank Passport™
Visa Infinite Business* Card
Welcome Kit

Your business is
going places.
And so are you.



You're richer
than you think®.



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Start enjoying complimentary card benefits now!

1. Activate your card.
Visit scotiabank.com/activatecreditcard or call **1-800-806-8600**.
2. Activate online and mobile banking to access your Account information anywhere, anytime.
Activate at scotiabank.com.
3. Manage expenses on your Account by deciding where, when and how your business cards are used with Visa Payment Controls¹.
Enroll at:
https://vpc.visa.com/VPC/scotiabank_Login.
4. Manage Visa Business card expenses more efficiently with Visa Business Reporting².
Enroll at:
<https://register.intellilink.visa.com/scotiabank>.
5. Turn business purchases into business savings with Visa SavingsEdge³.
Enroll at: <http://www.visasavingsedge.ca>.
6. Enjoy Complimentary Airport Lounge Access⁴ offered through Priority Pass.
Enroll at:
prioritypass.com/scotiabankpassportbusiness.

Welcome to the **Scotiabank Passport™ Visa Infinite Business* Card** and all its benefits that'll make your life easier – including easy-to-use payment controls and expense management tools, access to airport lounges, no foreign transaction fees, and rewards on everyday business purchases.

With comprehensive insurance⁵, worldwide acceptance, and 24/7 customer support, your new Scotiabank Passport Visa Infinite Business card has you covered just about anywhere you want to go.

Make your everyday business purchases more rewarding.

How you earn rewards

When you use your Scotiabank Passport Visa Infinite Business card for everyday business purchases, you earn *Scotia Rewards*[®] points. From buying supplies, purchasing office equipment, paying for vendor services, taking clients out for dinner and entertainment, to paying for business travel – get rewarded every time you make a purchase.

It's simple:

- Earn 1.5 *Scotia Rewards* points on every \$1 you spend on all eligible card purchases⁶.
- Your points will never expire as long as you are a Scotiabank Passport Visa Infinite Business cardmember⁷.

Set things up easily and get rewarded.

Adding additional cardmembers

Have additional employees who have business spending? Add supplementary cardmembers⁸ to your Scotiabank credit card account to help manage and track their expenses. Plus, you will earn *Scotia Rewards* points on purchases charged to your account by supplementary cardmembers. Remember, you are responsible for all amounts charged to your account, including charges made by a supplementary cardmember.

Visit scotiabank.com to learn more.

Setting up pre-authorized payments

Keeping track of different payment due dates can be difficult. Set up pre-authorized payments⁹ and pay bills automatically with your Scotiabank credit card account. You will earn 1.5 *Scotia Rewards* points for every \$1 in pre-authorized payments that you set up on your account.

Exclusive savings and easy-to-use online expense management tools.

Visa Payment Controls¹

Manage expenses by deciding where, when and how your Visa Business Card is used. Empower employees with a Visa Business Card powered by Visa Payment Controls. With a simple web application, manage expenses by deciding where, when and how their Visa Business Cards are used.

- Establish account alerts
- Prevent unauthorized spending
- Set individual transaction limits
- Reduce manual expenses

Visa Business Reporting²

Manage Visa Business card expenses more efficiently with Visa Business Reporting, a web-based tool that allows you to track expenses and helps you stay on budget.

With Visa Business Reporting, you can:

- Generate a range of standardized reports, on demand or on a schedule, to track and compare spending by merchant, card, transaction, time period and more
- Create custom transaction categories to save time tracking expenses and set role-based permissions to ensure appropriate access to data
- Add notes to each transaction as well as attachments such as scanned or photographed receipts
- Set spend-based notifications and receive an email after certain transactions occur
- Load transactions to eligible accounting software

Visa SavingsEdge³

Turn business purchases into business savings with Visa SavingsEdge. It's free to join. Just enroll your eligible Scotiabank Visa Business card at visasavingsedge.ca. Then make qualifying[†] purchases with your enrolled card at participating merchants. Savings will appear as credits on your future account statements.

Pack up and go with these great travel benefits.

0%

No Foreign Transaction Fees¹⁰

With your Scotiabank Passport Visa Infinite Business card, you will not be charged a foreign currency conversion mark-up on international foreign currency purchases online or outside of Canada. Only the exchange rate will continue to apply.



Complimentary Airport Lounge Access⁴

Relax and recharge before your flight. As a Primary Scotiabank Passport Visa Infinite Business cardmember, you can access over 1,200 airport lounges around the world – regardless of what airline or class of travel you're flying.

Your card gives you (the Primary Cardmember) complimentary Priority Pass™ membership, plus six free visits per year from the date of enrolment. The free visits apply against the 1st six visit fees assessed for you and your accompanying guest(s). Once you have used up your six free visits, each lounge visit will be charged at \$27 USD per person.

Enjoy complimentary snacks and refreshments, online access, charge your devices, and catch up on work before your flight.

You must present your Priority Pass Membership Card (or Priority Pass Digital Membership Card) to enter the lounges.

Enroll at prioritypass.com/scotiabankpassportbusiness now. You will be prompted for your Scotiabank Passport Visa Infinite Business card information.



Complimentary Avis Preferred Plus membership¹¹

The Scotiabank Passport Visa Infinite Business card offers complimentary Avis Preferred Plus membership to cardmembers. Enjoy:

- Complimentary upgrades (whenever available)
- Special Avis Preferred Plus number for reservations and customer service support
- Discounts in Canada and United States ranging from 5% up to 25% off the lowest available discountable retail rates

Take advantage of this membership by visiting avis.com/scotiabankpassportinfinitebusiness or calling AVIS at 1-800-879-2847 (1 800 TRY-AVIS) and quote the AVIS Worldwide Discount Number C030508.

Make the most of your points.

There are endless possibilities when it comes to redeeming *Scotia Rewards* points. Visit scotiarewards.com to explore the options and to get up-to-date information about your points balance, points history, and more.

Travel with your points:

1. Use the *Scotia Rewards* Travel Service¹²: From flights to hotel bookings and car rental to cruises and all-inclusive packages, you can easily book your next getaway through the *Scotia Rewards* Travel Service. You can also take advantage of the Best Price Guarantee on Airfare for up to 24 hours after booking.

You can use your points, charge the purchase to your Scotiabank Passport Visa Infinite Business account, or combine points and card payment to book a trip. The choice is all yours. To learn more about *Scotia Rewards* Travel Service, visit scotiarewards.com or call 1-800-665-2582 and follow the prompts for Travel.

2. Use the Apply Points to Travel¹³ feature: If you prefer to do things on your own, you can book travel with any travel provider of your choice and redeem your *Scotia Rewards* points for your trip expenses charged to your Scotiabank Passport Visa Infinite Business card for up to 12 months after the travel purchase date with the Apply Points to Travel feature.

Simply visit scotiarewards.com to use the Apply Points to Travel feature to offset the cost of your business trips.

Or reward yourself or your business in a variety of other ways¹⁴:

1. Redeem your points for the latest in technology and merchandise from the Apple[®] and Best Buy[®] catalogues available through the *Scotia Rewards* program.
2. Take advantage of other brand-name merchandise rewards - you can find everything from household goods to jewellery and accessories.
3. Choose from a wide selection of prepaid and gift cards, or even make a donation towards a charitable cause.
4. Redeem your points for a credit towards your Scotiabank Passport Visa Infinite Business account with the *Scotia Rewards* Points for Credit option.
5. Convert your *Scotia Rewards* points to SCENE points or your SCENE points to *Scotia Rewards* points instantly online¹⁵.

To learn more, visit scotiarewards.com.

Enjoy other Visa Infinite Benefits¹⁶

The Scotiabank Passport Visa Infinite Business card offers a unique program of premium enhancements that tap into your lifestyle and business needs. Features include Visa Infinite Concierge, the Visa Infinite Luxury Hotel Collection and a dedicated Visa Infinite website to help you easily access all of the Visa Infinite benefits, offers and services available to you and your employees.

Visa Infinite Benefits are synonymous with best in class offers and experiences, access to special events, and helping people go where, when and how they want.

Visa Infinite Benefits include:

- Visa Infinite Concierge
- Visa Infinite Luxury Hotel Collection
- Visa Infinite Dining Series
- Visa Infinite Wine Country Program

The Visa Infinite web portal provides Visa Infinite cardholders with information and access to all the Visa Infinite benefits offers and services available to you as a Scotiabank Passport Visa Infinite Business cardmember – visit visainfinite.ca to learn more and subscribe to Visa Infinite emails to be notified of new offers and events.

Your Scotiabank Passport Visa Infinite Business card has you covered while you are travelling.

Your Scotiabank Passport Visa Infinite Business card comes with a comprehensive suite of insurance benefits that protect you, your other cardmembers, and your belongings.

Travel insurance benefits⁵ at a glance:

Insurance Type	Duration	Coverage Level (CAD\$)	Age Limit
Travel Emergency Medical	25 days	\$1,000,000 per insured person per trip	64 and under
	10 days	\$1,000,000 per insured person per trip	65 and over
Trip Cancellation		\$2,500 per insured person/\$10,000 per trip	All ages
Trip Interruption		\$2,500 per insured person/\$10,000 per trip	All ages
Flight Delay		Up to \$500 per insured person per trip	All ages
Delayed & Lost Luggage		Up to \$1,000 per trip	All ages
Hotel/Motel Burglary		Up to \$1,000 per burglary occurrence	All ages
Rental Car Collision / Loss Damage	48 days	Limited to vehicles up to \$65,000 in value	All ages
Common Carrier Travel Accident	48 days	Up to \$500,000 per insured person / Up to \$1,000,000 maximum per occurrence	All ages

For complete insurance details, please refer to the Certificate of Insurance included at the back of this Welcome Kit, or call 1 877-711-8286.

Additional protection for unpredicted twists and turns.

Waiver of Liability Insurance¹⁷

The Liability Waiver Insurance Program allows eligible businesses to request Scotiabank to waive the business' liability for certain unauthorized charges made by its employee cardholders up to \$100,000 per card.

Purchase Security and Extended Warranty⁵

Most personal items purchased anywhere in the world are automatically insured against theft, loss or damage as long as the full cost of the item is charged to your Scotiabank Passport Visa Infinite Business Card.

Coverage extends for the first 90 days from the date of purchase, up to \$60,000 and is limited to the lesser of the repair cost, replacement cost or original purchase price, and is in excess of any other insurance coverage.

When you use your Scotiabank Passport Visa Infinite Business card to purchase most personal items and charge the full cost of the item to your card, extended warranty coverage doubles the original manufacturer's warranty for up to one year. Items covered by a manufacturer's warranty of five years or more must be registered within the first year of purchase.

Scotia Business Loan Protection (optional)¹⁸

Protect your business and the people you care about. This valuable protection can help your business during a difficult time and provides coverage up to \$2,000,000. Scotia Business Loan Protection includes a Comprehensive Protection option with a unique combination of benefits (Life, Disability, Hospitalization and Terminal Illness). It's easy to apply: simply visit any Scotiabank branch and apply.

Visa Zero Liability Policy

Use your Scotiabank Passport Visa Infinite Business card to shop anywhere – whether it's on the Internet or in a store – and you are protected from unauthorized use of your Visa card. The Visa Zero Liability Policy eliminates consumer liability for fraudulent transactions.

Certain restrictions and exclusions apply. Please visit visa.ca for a full description of the Visa Zero Liability Policy.

Remember, as a cardmember, you are responsible to ensure that you protect your Personal Identification Number (PIN) when using it with your Visa card to help avoid unauthorized transactions including when you make a purchase at enabled point of sale terminals, or when used at an ABM to obtain a cash advance.

Visa Checkout – The easier way to pay online

Make your online shopping easier with Visa Checkout. No need to re-enter your payment and shipping details every time you shop at participating online retailers. Just enter your username and password and you're done. Visit visacheckout.ca to learn more and enroll your Scotiabank Passport Visa Infinite Business card today.

- 1 The Visa Payment Controls service is provided by Visa Canada. Visa Payment Controls only applies to enrolled Visa Business Card transactions that are processed through the VisaNet transaction-processing system and will not block transactions that are processed through non-Visa networks or transactions that occur off-line. Transactions that exceed the Cardholder's specified authorization parameters also may not be blocked due to incorrect or incomplete transaction data received by Visa or for other reasons. Cardholder is responsible for any text message, data or other wireless carrier charges incurred by the Cardholder as a result of email or SMS text block notifications. The Bank of Nova Scotia and its affiliates are not responsible for the Visa Payment Controls service.
- 2 The Visa Business Reporting service is provided by Visa Canada. The Bank of Nova Scotia and its affiliates are not responsible for the Visa Business Reporting service.
- 3 Visa SavingsEdge is an automated discount program offered by Visa Canada Corporation ('Visa Canada') to eligible businesses and their authorized cardholders that hold an eligible Visa Business card and whose enrollment in the program is accepted by Visa. Under the program, cardholders can receive discounts from participating merchants each time the cardholder uses an enrolled Visa Business card to make qualifying purchases of goods or services pursuant to an active discount offered by the merchant and that transaction is processed or submitted through the Visa payment system. Discounts provided will appear as credits on future credit card statements 4-6 weeks after purchase date. Visa Canada, not Scotiabank, is responsible for the Program. For details, visit www.visasavingsedge.ca. The following Scotiabank Visa Business cards are eligible for this program: Scotiabank Passport™ Visa Infinite Business* card, Scotia Momentum® for business Visa* card, ScotiaGold Passport® for business Visa* card, Scotieline® for business Visa* Card, Scotiabank Visa* Business Card, and Scotiabank® GM® Visa* Business Card.
- 4 Priority Pass™ membership is for the Primary Cardmember on the Scotiabank Passport Visa Infinite Business account. It includes access to airport lounges participating in the Priority Pass program. Certain terms, conditions and exclusions apply. Unless cancelled, Priority Pass membership automatically renews on its anniversary date. Priority Pass membership will be cancelled if your Scotiabank Passport Visa Infinite Business Card is cancelled or is no longer linked to your Priority Pass membership. Lounge visits are counted on a per person per visit basis (e.g. Lounge access by a Cardmember and one accompanying guest will count as two (2) visits). The first 6 lounge visits for the primary Cardmember per 12-month cycle from date of enrolment are complimentary. Beginning with the 7th visit for the primary Cardmember, lounge visits are subject to a per person per visit charge of \$27 USD (this per visit fee is subject to change by Priority Pass). For complete Priority Pass terms and conditions, please visit www.prioritypass.com/Conditions-of-use.cfm. Priority Pass membership and services are provided by a third party and offered through Visa Canada. The Bank of Nova Scotia, nor Visa, and their affiliates are not responsible for Priority Pass membership and services.
- 5 The enclosed Certificate of Insurance contains full details of all coverages such as definitions, benefits, limitations, and exclusions, including a pre-existing exclusion for certain benefits. Common Carrier Travel Accident Insurance coverage is underwritten by American Bankers Life Assurance Company of Florida (ABLAC). Travel Emergency Medical Insurance is underwritten by ABLAC, except for travel in Cuba which is underwritten by Zurich Insurance Company Ltd. All other coverages are underwritten by American Bankers Insurance Company of Florida (ABIC). The Bank of Nova Scotia is not an insurer. All claims for insurance indemnities must be forwarded to the insurers. ABIC and ABLAC, their subsidiaries, and affiliates carry on business in Canada under the name of Assurant®. ®Assurant is a registered trademark of Assurant, Inc.
- 6 You will earn 1.5 Scotia Rewards points per \$1 on eligible purchases. Points are not awarded for Cash Advances (including Balance Transfers, Scotia® Credit Card Cheques and Cash-Like Transactions), Scotia Rewards Dollars, returns, refunds or other similar credits, payments, fees, interest charges or service transaction charges. Scotia Rewards points must be redeemed within 60 days of account closure or they will be deleted permanently. If your account is not in good standing, the accumulated Scotia Rewards points are not eligible for redemption.
- 7 Scotia Rewards points must be redeemed within 60 days of account closure or they will be deleted permanently. If your account is not in good standing, the accumulated Scotia Rewards points are not eligible for redemption.
- 8 The primary cardmember and/or co-borrower are liable for all charges incurred on the Scotiabank credit card account by any supplementary card issued in connection with the account.
- 9 Pre-authorized or recurring payments are payments made on a monthly or regular basis automatically billed by the merchant/service provider to your Scotiabank credit card account. Recurring payments are typically telecommunication, insurance, membership, subscriptions etc. purchases. Not all merchants offer recurring payments. (Please check with your merchant to see if they offer recurring payments on credit cards.)
- 10 We will not charge you Foreign Transaction Fees on foreign transactions made online or outside of Canada, only the exchange rate applies. The term "Foreign Transaction Fees" is a substitute for "Foreign Currency Conversion" as described in the disclosure section of the Welcome Kit that you received with your card. This fee relates to the mark-up that is typically charged by credit card issuers in addition to the exchange rate. See the disclosure section of your Welcome Kit or download it by visiting www.scotiabank.com/welcomekits for full details.
- 11 The savings of up to 25% applies to Avis base rates and is applicable only to the time and mileage charges of the rental. All taxes, fees (including but not limited

Air Conditioning Excise Recovery Fee, Concession Recovery Fee, Vehicle License Recovery Fee, Energy Recovery Fee, Tire Management Fee, and Frequent Traveler Fee) and surcharges (including but not limited to Customer Facility Charge and Environmental Fee Recovery Charge) are extra. Avis Preferred Plus membership and services are provided by a third party. The Bank of Nova Scotia and its affiliates are not responsible for Avis Preferred Plus membership and services.

- 12 The *Scotia Rewards* Travel Service is provided by a duly licensed third party travel agent. Visit scotiarewards.com for full terms and conditions about the *Scotia Rewards* Program and the *Scotia Rewards* Travel Service.
- 13 You can purchase eligible travel or related travel expenses at a travel provider other than the *Scotia Rewards* Travel Service (e.g., other travel agencies, tour operators and online travel websites) (the "Other Travel Suppliers"). These types of purchases at Other Travel Suppliers are called "Post Purchase Travel Redemptions". *Scotia Rewards* points are redeemable for Post Purchase Travel Redemptions made through your Program Card. To redeem *Scotia Rewards* points for a Post Purchase Travel Redemption at Other Travel Suppliers, the purchase must first appear (post) on the Program Card Account. *Scotia Rewards* Cardmembers can then redeem points towards the amount of the Post Purchase Travel Redemption charged to the Program Account through scotiarewards.com or by calling 1-800-665-2582. The Post Purchase Travel Redemption must be charged on your Program Card Account and recognized by our systems with the Merchant Category Codes or identifiers: airlines & air carriers; airports, flying fields, and airport terminals; lodgings, hotels, motels and resorts; trailer parks and campgrounds; passenger railways; bus lines; steamship and cruise lines; travel agencies and tour operators; automobile rental agency; motor home and recreational vehicle rentals. These Merchant codes/identifiers and categories are subject to change. The Post Purchase Travel Redemption can include related taxes, booking fees, airport fees and travel insurance premiums. You must redeem *Scotia Rewards* points within 12 months from the date when the Post Purchase Travel Redemption is posted to the Program Card Account (the posting date). It may take up to two statement periods for the points redeemed for a Post Purchase Travel Redemption to appear as a credit on your Program Card Account. Points redeemed cannot be reversed once posted to the Account. To redeem *Scotia Rewards* points for a Post Purchase Travel Redemption, the Program Card Account must be open and in good standing. The value of the points redeemed cannot exceed the amount of the Post Purchase Travel Redemption charged to your Program Card Account. The minimum point redemption is 5,000 points (5,000 points is equivalent to \$50 in travel savings) each time a redemption towards a Post Purchase Travel Redemption is made.
- 14 Terms and conditions apply. Visit scotiarewards.com for the full terms and conditions including the *Scotia Rewards* Program terms and conditions.
- 15 *Scotia Rewards* points can be converted into SCENE points and SCENE points can be converted into *Scotia Rewards* points. To do so, you must have a Scotiabank card account that earns *Scotia Rewards* points (the "Scotiabank Program Card Account") and is in good standing, and a valid SCENE membership card. You must convert a minimum of 1,000 points per conversion. You can convert points up to a maximum of 4 times within a 24 hour period. Conversions cannot be reversed or cancelled once completed. These conversions are subject to the terms of your Points Conversion Terms and Conditions. See the Points Conversion Terms and Conditions on scotiarewards.com for full details.
- 16 You must be an eligible Visa Infinite Business cardholder with a valid Visa Infinite Business Card to take advantage of the Visa Infinite benefits and services. Discounts and benefits are non-transferable and discounts cannot be combined with any other offer or discount. Visa reserves the right to modify or cancel offers at any time and without notice. Neither Visa nor the Issuer is responsible for any claims or damages arising from use of any benefits or services provided by a third party. All offers, benefits and services are subject to complete terms and conditions, including third party suppliers' terms and conditions (available at www.visainfinite.ca/infinite/en/terms.html). The Visa Infinite privacy notice (available at www.visa.ca/en_CA/legal/global-privacy-notice.html) applies to all benefits and services that require enrollment through, or are otherwise provided by, the Visa Infinite Concierge or the Visa Infinite website. The collection, use and disclosure of cardholders' personal information by third party suppliers of services and benefits to Visa Infinite Business Cardholders are subject to such third parties' own privacy policies. All Visa Infinite Benefits are provided by Visa or its affiliates. The Bank of Nova Scotia and its affiliates are not responsible for Visa Infinite benefits.
- 17 This insurance is underwritten by Royal & Sun Alliance Insurance Company of Canada. Conditions, limitations and exclusions apply. Please read the Program Description carefully.
- 18 Scotia Business Loan Protection is underwritten by The Canada Life Assurance Company.
- © Registered trademark of The Bank of Nova Scotia.
- ™ Trademark of The Bank of Nova Scotia.
- * Trademarks of Visa Int., used under license.
- SCENE® and SCENE Design™ are the trademarks of SCENE IP LP.
- © 2018 Apple Inc. All rights reserved.
- © 2018 Best Buy Canada Ltd. All rights reserved.

Scotiabank Privacy Agreement

Your privacy is important to Scotiabank. This Agreement sets out the information practices for Scotiabank in Canada, including what type of information is collected, how the information is used, and with whom the information is shared.

This Agreement may be amended from time to time. (See "Further Information", below, for an explanation of how we will advise you of any future changes.)

In this Agreement, "we", "our", "us" and "Scotiabank" mean The Bank of Nova Scotia and any of its affiliates, subsidiaries, programs or joint ventures they participate in, with respect to their operations enterprise-wide.¹

Scotiabank includes companies engaged in the following services to the public: deposits, loans and other personal financial services; credit, charge, debit and payment card services; full service and discount brokerage services; mortgage loans; trust and custodial services; insurance services; investment management and financial planning services; and mutual funds investment services; and services related to the above such as loyalty programs.

"You" and "your" mean an individual who has made application to us for, enrolled in or signed an application in respect of any personal or business banking, insurance, brokerage or financial product or service offered by us ("Service"), including any co-applicants, guarantors, personal representatives, or an individual who participates in a Scotiabank contest, survey, event or has otherwise provided personal information to us.

COLLECTING, USING AND DISCLOSING YOUR INFORMATION

When you apply for, or provide a guarantee in respect of, or use any Service and while you are our customer, or when you participate in any contest, survey, event or otherwise provide us your personal information, you agree that we may collect your personal information from you and third party sources. Examples of information collected may include:

- Your name, address, telephone number, nature of your principal business or occupation and date of birth, all of which may be required by law;
- Identification, such as a valid driver's license or passport. We may also ask for documents such as a recent utility bill to verify your name and address;
- Your education, annual income, assets and liabilities and credit history;
- Information about your transactions, including payment history, account activity and how you intend to use the account or Service and the source of any incoming funds or assets;
- Information we may need in order to provide you with a

Service such as health information if you are applying for certain insurance products. In some instances, providing this information is optional;

- Information about third parties such as your spouse if you are applying for certain Services, where this information is required by law; and
- Information about beneficial owners, intermediaries and other parties, which is required by law.

For legal entities such as businesses, partnerships, trusts, estates, clubs or other organizations, we may collect the information referred to above from each authorized person, signatory, partner, trustee, executor and club member, as appropriate.

In addition, when you apply for, enrol in or use a Service, or participate in any contest, survey or event via a digital channel (such as online or mobile banking), we may collect information about your computer or device, operating system, internet connection or telephone account, settings, IP address and device locational data, browser information, and transaction data, as well as personal information as described above. We may collect, use, disclose and retain this information for the purposes described below, as well as to determine which settings are appropriate for your computer system, to provide or enhance digital functionality and banking options, and for security purposes, internal analysis and reporting. You may withhold consent to the collection, use and disclosure of this information, although in some cases this may prevent you from using the digital channel to apply for or use a Service or to communicate with us, or may reduce the functionality of that channel.

Scotiabank or its service providers may also use various web tools including Cookies (please see our Cookies Policy), Web Beacons and Tagging on our websites and advertisements to evaluate and improve our websites and other electronic offerings, tailor our services, enhance our customer experience and communicate with you regarding products and services that may be of interest.

- **Tagging** is a customized code on our websites that provide the ability to monitor user activity on Scotiabank websites. This software can be used to capture user activity to be used by us or a third party for analysis so that we can understand and enhance our user experience and provide further security controls.
- **Web Beacons** are small images embedded in our websites that, when combined with Cookies, help provide us with information about the use and effectiveness of our website.

We may collect your personal information, and use it, and disclose it to any person or organization, including any member of Scotiabank, for the following purposes:

- To confirm your identity;
- To understand your needs;
- To determine the suitability of our Services for you;
- To determine your eligibility for our Services;
- To set up, manage and offer Services that meet your needs;

- To provide you with ongoing Service;
 - To provide you with various options for applying for and accessing Services;
 - To satisfy legal and regulatory requirements that we believe are applicable to us, including the requirements of any self-regulatory organizations to which we belong;
 - To help us collect a debt or enforce an obligation owed to us by you;
 - To respond to a local or foreign court order, search warrant or other demand or request which we believe to be valid, or to comply with the rules of production of a local or foreign court;
 - To manage and assess our risks;
 - To investigate and adjudicate insurance claims, other claims or complaints; and
 - To prevent or detect fraud or criminal activity or to manage and settle any actual or potential loss in connection with fraud or criminal activity.
1. When we collect your health information for the purpose of providing an insurance Service, we will use that information strictly for that purpose. (See below for more information.) We do not provide directly all the services related to your relationship with us. We may use third party service providers to process or handle personal information on our behalf and to assist us with various services such as printing, postal and electronic mail distribution and marketing (including by telephone and electronic means), and you acknowledge that we may release information about you to them. Some of our service providers are located outside of Canada. In addition, we may use personal information in Scotiabank locations outside of Canada. As a result, your personal information may be accessible to regulatory authorities in accordance with the laws of these jurisdictions. When personal information is provided to our service providers, we will require them to protect the information in a manner that is consistent with Scotiabank privacy policies and practices.
 2. We may collect, use and disclose your Social Insurance Number (SIN), as well as other information, for income tax reporting purposes and to fulfil other regulatory requirements, as required by law. In addition, we may ask you for your SIN to verify and report credit information to credit bureaus and credit reporting agencies as well as to confirm your identity. This allows us to keep your personal information separate from that of other customers, particularly those with similar names, and helps maintain the integrity and accuracy of your personal information. You may refuse to consent to its use or disclosure for purposes other than as required by law.
 3. We may verify relevant information you give us with your employer or your references and you authorize any person whom we contact in this regard to provide such information to us. If you apply for or enrol in a Service and during the time you have the Service, we may consult various financial service industry databases, third

parties (such as the Bank Crime Prevention and Investigation Office of the Canadian Bankers Association and the Investigative Services Division of the Insurance Bureau of Canada), or private investigative bodies maintained in relation to the type of Service you have applied for, enrolled in or have. You also authorize us to release information about you to these databases and investigative bodies.

4. You agree that we may monitor, record, and retain any telephone call or electronic communication we have with you. This is to establish a record of the information you provide, to ensure that your instructions are followed properly and to ensure customer service levels are maintained. Records of calls and electronic communications are destroyed when they are no longer required for business or other purposes, and any personal information is safeguarded in accordance with this Agreement.
5. Scotiabank may use video surveillance in and around our branches, bank machines and other locations for the purpose of safeguarding our clients and employees and protecting against theft, fraud and vandalism. Any video images recorded are destroyed when they are no longer required for business or other purposes, and any personal information is safeguarded in accordance with this Agreement.
6. If you have a Service with us, we may use, disclose to and collect from credit bureaus or financial service industry databases, credit and other information about you in order to offer you pre-approved credit products or margin facilities.
7. We may give information (except health information) about you to other members of Scotiabank (where the law allows this) so that these companies may communicate with you directly about their products and services. This consent will also apply to any companies that form a part of Scotiabank in the future. You also agree that we may provide you with information about or from third parties we select. Your consent to this is not a condition of doing business with us and you may withdraw it at any time (see below).
8. We may ask you for contact information such as your telephone, mobile or fax number or email address, and keep and use this information as well as disclose it to other members of Scotiabank so that we or any of these companies may contact you directly through these channels for the purpose of marketing, including telemarketing. This consent will also apply to any companies that form a part of Scotiabank in the future. Your consent to this is not a condition of doing business with us and you may withdraw it at any time (see below).
9. If we sell a company or a portion of the business or assets of a Scotiabank company, we may release the information we hold about you to the prospective purchaser. We will require any prospective purchaser to protect the information provided and to use it in a manner that is consistent with Scotiabank privacy

policies and practices.

10. We may keep and use information about you in our records for as long as it is needed for the purposes described in this Agreement, even if you cease to be a customer.
11. You agree that all information that you give us will, at any time, be true and complete. If any personal information changes or becomes inaccurate or out of date, you are required to advise us so we can update our records.

REFUSING OR WITHDRAWING CONSENT

Subject to legal, regulatory and contractual requirements, you can refuse to consent to our collection, use or disclosure of information about you, or you may withdraw your consent to our further collection, use or disclosure of your information at any time in the future by giving us reasonable notice. However, depending on the circumstances, withdrawal of your consent may prevent us from providing you, or continuing to provide you, with some Services, means of access to Services, or information that may be of value to you.

We will act on your instructions as quickly as possible but there may be certain uses of your information that we may not be able to stop immediately.

You cannot refuse our collection, use and disclosure of information required by third party service providers essential for the provision of the Services or required by our regulators, including self-regulatory organizations. Some of our service providers are located outside of Canada. As a result, your personal information may be accessible to regulatory authorities in accordance with the law of these jurisdictions.

You can tell us at any time to stop using information about you to promote our Services or the products and services of third parties we select, or to stop sharing your information with other members of Scotiabank. If you wish to refuse consent or to withdraw consent as outlined in this Agreement, you may do so at any time by contacting the branch or office with which you are dealing or by calling us toll-free.

Scotiabank	1-800-4SCOTIA
ScotiaMcLeod, Scotiatrust and Private Investment Counsel	1-866-437-4990
ScotiaLife Financial	1-800-387-9844
Scotia iTRADE®	1-888-872-3388

IN ADDITION, IF YOU APPLY FOR, ACCEPT, OR GUARANTEE, A LINE OF CREDIT, TERM LOAN, MORTGAGE OR OTHER CREDIT ACCOUNT WITH US

When you apply for, accept, or guarantee a loan or credit facility or otherwise become indebted to us, and from time to time during the course of the loan or credit facility, we may use, give to, obtain, verify, share and exchange credit and other information (except health information) about you with others including credit bureaus, mortgage insurers, creditor insurers, reinsurers, registries, other companies in Scotiabank and other persons with whom you may have financial dealings, as well as any other person as

may be permitted or required by law. We may do this throughout the relationship we have with you. You also authorize any person whom we contact in this regard to provide such information to us.

If you have a Service with us such as a banking card, credit card or line of credit product with an access card, you agree that we may give information (except health information) about you to electronic payment service providers, credit or charge card associations, loyalty program partners and their employees and agents for the purpose of processing, authorizing and authenticating your transactions (as the case may be), providing you with customer assistance services and for other purposes related to your services. We may also give this information in respect of your participation in contests and promotions administered by the electronic payment service providers, credit or charge card associations and loyalty program partners on our behalf.

If you have a mortgage account with us, we may give information about you, including credit information, to mortgage insurers for any purpose related to mortgage insurance. Information retained by Canada Mortgage Housing Corporation will be subject to federal access to information and privacy legislation.

During the term of the loan or credit facility, you may not withdraw your consent to our ongoing collection, use or disclosure of your personal information in connection with the loan or other credit arrangement you have with us or have guaranteed. We can continue to disclose your personal information to credit bureaus even after the loan or credit facility has been retired, and you may not withdraw your consent to our doing so. We do this to help maintain the accuracy, completeness and integrity of the credit reporting system.

IN ADDITION, IF YOU ACCEPT AN INSURANCE SERVICE WITH US

When you apply for, enrol in or sign an application in respect of or accept an insurance Service from us, we may use, give to, obtain, verify, share and exchange information about you with others including references you have provided, from hospitals and health practitioners, from government health insurance plans, from other insurers, from medical information and insurance service bureaus, from law enforcement representatives, from private investigators, and from other groups or companies where collection is necessary to underwrite or otherwise administer the Service requested, including the assessment of claims. You also authorize any person whom we contact in this regard to provide such information to us.

If you accept an insurance Service with us, or if an insurance Service is issued on your life, you may only withdraw your consent as noted above so long as the consent does not relate to underwriting or claims where Scotiabank must collect and report information to insurance service bureaus after the application has been underwritten or the claim has been adjudicated. This is necessary to maintain the integrity of the underwriting and

claims systems.

ACCESSING YOUR INFORMATION

Subject to legal, regulatory and contractual requirements, you can request to access the personal information we hold about you. Much of this information is already accessible by you, for example: through your account statements or bankbook updates; by visiting the branch or office where you regularly do business; by accessing your account online; or through the Customer Contact Centre. However, if you need access to any other information, you must direct your request in writing to the President's Office (see contact details below under "Further information").

In order to process your request, we may ask you for specific details, such as branch and account number, and clarification on the specific information or time period you are requesting access to. Once your identity has been verified and the scope of your request confirmed, within 30 days we will provide you with access to your information, except where prohibited by law. If necessary, we will notify you that we require an extension beyond the 30 day period.

Scotiabank may charge you a nominal access fee depending on the nature of your request. We will advise you of the fee, if any, prior to proceeding with your request.

If you have a sensory disability, you may request that your information be made available in an alternative format.

FURTHER INFORMATION

You acknowledge that we may amend this Agreement from time to time to take into consideration changes in legislation, technology or other issues that may arise. We will post the revised Agreement on our website and make it available at our branches or we may also send it to you by mail. We may also notify you of any changes to this Agreement in any of the following ways:

- A notice prominently displayed at all Scotiabank ATMs;
- An announcement through the VoiceResponseUnit (VRU) or a digital channel such as a mobile app;
- A notice on the Scotiabank website or your Scotia OnLine portal;
- A notice in our branches; or
- A notice in your monthly statement.

Your continued use of the account or Service following such change means that you agree to and accept the new terms and conditions of the Agreement as amended. If you do not agree with any of the changes made or with the new terms of the Agreement, you must immediately stop using the account or Services and notify us that you are closing your account or terminating your Service with us.

If you have a general question about Scotiabank's privacy policies, please contact the branch or office you deal with or call us toll free at 1-800-472-6842. If your branch or office is not able to resolve your concern to your satisfaction, contact the President's Office:

Telephone: 1-877-700-0043
Fax: 1-877-700-0045
Email: mail.president@scotiabank.com
Letter: The President, Scotiabank
44 King Street West, Toronto ON M5H 1H1

Our Privacy Code and Cookies Policy are available to the public on www.scotiabank.com. The Privacy Code and Cookies Policy both form part of the Scotiabank Privacy Agreement.

¹ For a list of Scotiabank's principal affiliates and subsidiaries enterprise-wide, please refer to the most recent *Annual Report* available on the Scotiabank website at www.scotiabank.com.

Terms & Conditions

Scotia Rewards® Program – Terms & Conditions for Scotiabank® Visa* Cardmembers

These are the terms and conditions for the *Scotia Rewards®* program (the "Program") that apply to the following cards: Scotiabank Passport™ Visa Infinite* Card, *ScotiaGold Passport®* Visa* Card, Scotiabank Passport™ Visa Infinite Business* Card, *ScotiaGold Passport® for business* Visa* Card and Scotiabank® Rewards Visa* Card (each a "Program Card" or "Card") issued by The Bank of Nova Scotia ("Scotiabank").

Other Definitions that you should know:

Cardmember or *Scotia Rewards* Cardmember: An individual that has a Program Card.

Co-Borrower: The secondary borrower on a joint Program Card Account.

Primary *Scotia Rewards* Cardmember or Primary Cardmember: The individual in whose name a Program Card Account is opened and who is the first name on that Account.

Program Site: The site where you can gain access to the Program (currently located at scotiarewards.com).

Supplementary Cardmember: An additional Cardmember on your Program Card Account that is not the Primary *Scotia Rewards* Cardmember or the Co-Borrower. Also known as an "authorized user".

Your name: The name of the Primary Cardmember, Co-Borrower or name of the business.

A. Participation Requirements and Use of Personal Information

The Program is automatically available to each of the above Program Cards and the accounts associated with those Program Cards (the "Program Card Accounts" or "Accounts"), so long as the Cards and Accounts are in good standing¹.

The Program is offered at no extra cost on the Program Card with no additional application or enrollment required.

As a *Scotia Rewards* Cardmember, you can receive communications with updates and special offers as part of the Program by signing up at scotiarewards.com, or by telephone through our *Scotia Rewards* Program Site, or we may allow you to receive updates and special offers by other methods.

As a customer of Scotiabank and a *Scotia Rewards* Cardmember, the Scotiabank Privacy Agreement

protects your privacy and your personal information.

B. Earning and Redeeming Scotia Rewards Points and Adding Delegates

1. Earning Points

The program is based on a points system of "Scotia Rewards points". Scotia Rewards points are also referred to as "points".

You are awarded **one (1) Scotia Rewards point** for every **\$1.00** in purchases of goods and services charged to a ScotiaGold Passport Visa Card account or a ScotiaGold Passport for business Visa Card account.

You are awarded **one (1) Scotia Rewards point** for every **\$2.00** in purchases of goods and services charged to a Scotiabank Rewards Visa Card account.

You are awarded **one and a half (1.5) Scotia Rewards points** for every **\$1.00** in purchases of goods and services charged to a Scotiabank Passport Visa Infinite Business Card account.

You are awarded **two (2) Scotia Rewards points** for every **\$1.00** in **grocery, dining, entertainment and daily transit purchases** charged and posted to the Scotiabank Passport Visa Infinite Account (the "Accelerated Earn Rates") as more particularly described below:

Grocery, Dining, Entertainment and Daily Transit Purchases:

Eligible **grocery stores and dining purchases** (including Grocery Stores and Supermarkets; Eating Places and Restaurants, Drinking Places, Fast Food Restaurants); **entertainment purchases** (including Entertainment including Motion Picture Theaters, Theatrical Producers, Ticket Agencies, Bands, Orchestras, Miscellaneous Entertainers); **and daily transit purchases** (including Local and Suburban Commuter Passenger Transportation, including Ferries, Passenger Railways, Taxicabs and Limousines, Bus Lines, Transportation Services (Not Elsewhere Classified)).

You are awarded **one (1) Scotia Rewards point** for every **\$1.00** in all **other** purchases of goods and services charged to the Scotiabank Passport Visa Infinite Account (the "Regular Earn Rate").

Spend Threshold for the Accelerated Earn Rate (Scotiabank Passport Visa Infinite Accounts only):

The Accelerated Earn Rate for the Scotiabank Passport Visa Infinite Account applies to the first \$50,000 in purchases charged to that Account annually at merchants qualifying for the Accelerated Earn Rate (under the categories of grocery stores and dining, entertainment and daily transit purchases as more particularly described above), with the annual period calculated on a 12-month basis. Annual period starts from January 1st to December 31st. Once you exceed the applicable annual spend (purchase) threshold, you will continue

earning points at the Regular Earn Rate of **one (1) Scotia Rewards** point per **\$1.00** in purchases charged to the Scotiabank Passport Visa Infinite Account.

Bonus Scotia Rewards points on Spend Thresholds (Scotiabank Passport Visa Accounts only):

You are awarded **ten thousand (10,000) bonus Scotia Rewards** points for the first **\$40,000**

(forty-thousand dollars) in purchases of goods or services posted to your Scotiabank Passport Visa Infinite Account annually (each year (12-months)).

Annual period starts from the Account open date and resets every 12 months thereafter.

You are then awarded **two thousand (2,000) bonus Scotia Rewards** points for every additional **\$10,000** (ten thousand dollars) in purchases of goods or services posted to your Scotiabank Passport Visa Infinite Account thereafter in that same 12-month year, after the first \$40,000 in annual purchases has been reached.

Any bonus *Scotia Rewards* points earned will be applied within two statement cycles after you have met the \$40,000 annual purchases threshold on the Scotiabank Passport Visa Infinite Account or within two statement cycles after you have met each additional \$10,000 annual purchases threshold on the Account, provided that Account is open and in good standing¹.

For all Program Card Accounts:

Points are earned only for purchases charged to the Program Card Account. *Scotia Rewards* points are not awarded for cash advances, balance transfers, *Scotia*[®] Credit Card Cheques, returns, refunds or other similar credits, payments, fees, interest, or other charges.

Cash advances include cash-like transactions which are monetary transactions posted to your Program Card Account and include wire transfers, foreign currency, travelers cheques, money orders and gaming chips.

Scotia Rewards points will be added to a Program Card Account shortly after a debit transaction for a purchase has been posted to that Account, and will be deducted (or cancelled) from the Program Card Account if a credit for any returned purchase (or similar credit such as a refund or credit voucher) is posted to that Account or for any other adjustments to previously billed purchases.

Scotia Rewards points will not be posted to a Program Card Account that is not in good standing¹ or to a Program Card Account that is not open at the time of posting.

Purchases made by a Supplementary Cardmember will earn points for the benefit of the Primary *Scotia Rewards* Cardmember on the Program Card Account (and any Co-Borrower on that Account).

Supplementary Cardmembers earn the same number of points on purchases as the Primary *Scotia Rewards*

Cardmember (and Co-Borrower) earn, unless we advise you otherwise.

Checking your Points Balance:

Every month the statement for the Program Card Account will detail the number of points earned since the previous statement (for the prior statement period), the balance of points carried forward from a previous statement (for the prior statement period), the number of points redeemed or adjusted in that statement (for the prior statement period) and the new *Scotia Rewards* points balance for the Program Card Account. *Scotia Rewards* points information for a Program Card Account is also available to the Primary *Scotia Rewards* Cardmember (or Co-Borrower) by registering and logging into scotiarewards.com where points balances are updated daily based on the transactions that have been posted to the Program Card Account as of that date. Transactions may require several business days to be posted to the Account and the points balance shown may not always be up to date.

2. Redeeming Points

Scotia Rewards points can only be redeemed as set out in these terms and conditions. Redemptions of *Scotia Rewards* points can be made for a travel purchase (also referred to as a travel booking), merchandise and other non-travel rewards such as gift cards, pre-paid cards or other items/goods and services as described in these terms and conditions.

Scotia Rewards Cardmembers who redeem *Scotia Rewards* points are responsible for any taxes associated with their redemption and if applicable, must declare the value of those redemptions to appropriate tax authorities.

3. Redeeming Points on Closed Accounts

If a Program Card Account is closed (including if you cancel a Program Card), any unredeemed *Scotia Rewards* points can be redeemed within 60 days of closing the Account(s), provided the Account is in good standing¹, after which time the unredeemed points will be permanently cancelled.

If the Program Card Account is closed, you will not be able to redeem any points for a Post Purchase Travel Redemption.

If you have multiple eligible Program Cards, you may transfer any accumulated *Scotia Rewards* points to another Scotiabank Credit Card Account that earns *Scotia Rewards* points before electing to close the Account, provided the Account(s) are open and in good standing¹ and the Account(s) are in your name.

If the *Scotia Rewards* Account is closed by Scotiabank because it is not in good standing¹, the *Scotia Rewards* points associated with that Account cannot be redeemed and will be immediately cancelled.

4. Adding a Delegate

A Primary *Scotia Rewards* Cardmember or Co-Borrower may delegate a representative to redeem points on their behalf. Visit scotiarewards.com or contact the *Scotia Rewards* Centre for details.

C. Transferring Points

1. When Points can be Transferred

Scotia Rewards points are non-transferable. However, if you have more than one Program Card Account in your name, we may allow you to transfer *Scotia Rewards* points to an open Program Card Account in your name before electing to close a Program Card Account, provided the Account(s) are in good standing¹.

For a joint Program Card Account, if you are the Primary *Scotia Rewards* Cardmember or Co-Borrower, you may transfer *Scotia Rewards* points to another Program Card Account, provided each of those Accounts are in good standing¹ and each Account is in your name.

Supplementary Cardmembers cannot transfer, combine or redeem points on any Program Card Accounts.

Scotia Rewards Cardmembers can go to scotiarewards.com to complete a transfer of points. If you have any questions, visit us online or contact the *Scotia Rewards* Centre.

2. Points Transfer on Death or Separation/Divorce or Change in Business Ownership or Legal Structure

Upon the death of a Primary *Scotia Rewards* Cardmember and verification by Scotiabank, if there is no Co-Borrower on the Program Card Account, the estate of the Primary *Scotia Rewards* Cardmember can redeem unused *Scotia Rewards* points for up to 60 days from the date of death provided that Account is in good standing¹ after which time, unredeemed *Scotia Rewards* points will be permanently cancelled.

In the case of a joint Program Card Account, the surviving Primary *Scotia Rewards* Cardmember or Co-Borrower, as the case may be, can elect to redeem unused *Scotia Rewards* points for up to 60 days from the date of death or can request to transfer them to a new Program Card Account in their name, provided the Account(s) are in good standing¹. Otherwise, the unredeemed *Scotia Rewards* points will be permanently cancelled.

Points cannot be divided or otherwise transferred in the event of separation or divorce.

In the event that a change in legal structure (e.g., Sole Proprietor to incorporated) or changes in ownership of a business occurs, transfer of points to the Scotiabank credit card replacement account that earns points will be allowed.

D. Non-Travel Rewards

Scotia Rewards points can be redeemed for non-travel rewards on scotiarewards.com. Non-travel rewards include items such as merchandise, gift cards and Scotiabank Prepaid Cards. You may redeem Non-Travel Rewards, redeeming *Scotia Rewards* points only ("Points Only") or redeeming *Scotia Rewards* points plus charging the balance to your Program Card ("Points Plus Charge") on selected merchandise.

All merchandise appearing in the *Scotia Rewards* catalogue is subject to availability. Some rules and restrictions may apply. For additional information and a complete copy of the *Scotia Rewards* catalogue, please visit scotiarewards.com.

Other terms you should know about Non-Travel Rewards:

1. Scotiabank Visa Prepaid Card

For instructions on how to redeem *Scotia Rewards* points for Scotiabank Visa Prepaid Cards, please visit scotiarewards.com. Scotiabank Visa Prepaid Cards are subject to the terms of the Scotiabank Prepaid Cardholder Agreement

2. Gift Cards

When redeeming *Scotia Rewards* points for a Gift Card, remember that the terms and conditions that apply to that Gift Card are set by the issuer that issues the gift card, not Scotiabank. Please review specific terms and conditions carefully upon receipt of your Gift Card.

3. How to Redeem Points for Non-Travel Rewards:

You can redeem *Scotia Rewards* points for non-travel rewards using two methods:

- i. Redeem using points only;
- ii. Redeem using points and a charge to your Program Card on selected merchandise.

4. Additional terms that apply to Non-Travel Rewards:

- Non-Travel Rewards are sent by pre-paid delivery service during normal business hours and it may be necessary for you to make appropriate arrangements for receipt.
- Every attempt is made to deliver the order as quickly as possible. However, Scotiabank is not responsible for delays due to a union dispute, postal disruption or any other reason.
- Where applicable, merchandise non-travel rewards are delivered with the Manufacturer Warranties and Service Policies/Warranties.
- Retain all documents for your records.
- If the item ordered arrives damaged or is missing pieces, please contact the *Scotia Rewards* Centre immediately at scotiarewards.com or by calling 1-800-665-2582.

For details on how to cancel or return Non-Travel Rewards, please visit scotiarewards.com.

Note: Purchase Insurance: Your Program Card may include insurance coverage for purchases made on your Program Card, including non-travel rewards. Please refer to scotiabank.com or to the Certificates of Insurance provided with your Program Card for a full description of any included coverage. For all insurance coverages, certain limitations, restrictions and exclusions apply².

Please visit scotiarewards.com for additional terms and conditions that apply to non-travel rewards under the Program.

E. Travel Purchases through the Scotia Rewards Travel Service

The *Scotia Rewards* Travel Service is provided by a licensed third party travel agent (Hogg Robinson Canada Inc.) ("HRG").

The Bank of Nova Scotia and its affiliates are not responsible for the *Scotia Rewards* Travel Service website, any services provided to you by HRG (including omissions or errors in those services), or any of the third parties that provide services through the *Scotia Rewards* Travel Service.

1. Booking Travel through the Scotia Rewards Travel Service

You can purchase travel through the *Scotia Rewards* Travel Service in two ways:

- i. Sign on to the *Scotia Rewards* Program Site to book your purchase online through the Program Site; or
- ii. call the *Scotia Rewards* Travel Service at **1-800-665-2582** and speak with a Travel Consultant. Remember: If you book travel by phone, a booking fee will be charged by the *Scotia Rewards* Travel Service (disclosed to you at the time of booking or by visiting scotiarewards.com for details) for that travel purchase and will be charged to your Program Card Account. Booking fee is subject to change.

2. Redeeming Points for Travel Purchases:

You can redeem your *Scotia Rewards* points for a travel purchase made through the *Scotia Rewards* Travel Service using the following options:

- i. **Redeeming points ("Points Only")**
This payment option allows you to redeem points for the entire amount of your travel purchase made through the *Scotia Rewards* Travel Service;
- ii. **Redeeming points plus a charge to your Program Card ("Points Plus Charge")**
This payment option allows you to book travel through the *Scotia Rewards* Travel Service and the value of any *Scotia Rewards* points redeemed will be deducted from the total purchase with the difference in the amount for that travel purchase

then charged to your Program Card.

You will earn points only on the amount of the travel purchase charged to your Program Card. You will not earn points on the amount of the travel purchase towards which you redeem points.

The minimum point redemption is **5,000 points (5,000 points is equivalent to \$50 in travel savings)** each time a redemption towards a travel purchase is made through the *Scotia Rewards* Travel Service.

3. Cash Back Rebate on Travel Purchases made through the *Scotia Rewards* Travel Service (*ScotiaGold Passport Visa Card* or *ScotiaGold Passport for business Visa Cards* only) *ScotiaGold Passport Visa Card* accounts or *ScotiaGold Passport for business Visa Card* accounts can earn 5% in cash back (the "Cash Back Rebate") on the amount of travel purchases made on their Program Card Account if:

- i. the travel purchase is made through the *Scotia Rewards* Travel Service; and
- ii. the entire amount of the travel purchase is charged to the *ScotiaGold Passport Visa Card* or *ScotiaGold Passport for business Visa Card* account either through (a) using a "Points Only" option to charge entire amount of the travel purchase ("Points Only") to the applicable Program Card Account OR (b) using a "Points Plus Card" option to redeem points towards a partial amount of the travel purchase and applying the balance of that travel purchase to the Program Card.

Eligible purchases that can earn the Cash Back Rebate are limited to: airline tickets, pre-packaged tours and cruises booked through *Scotia Rewards* Travel Service.

Taxes, service charges, insurance, accommodations, car rentals, fully independent tours and personal expenditures, such as meals, are excluded from earning the Cash Back Rebate, unless such items are already included in the pre-packaged tours purchased through the *Scotia Rewards* Travel Service.

When using the "Points Plus Card" option to redeem points for a travel purchase through the *Scotia Rewards* Travel Service, the Cash Back Rebate is applicable only to the portion of the travel purchase that is charged to the *ScotiaGold Passport Visa Card* or the *ScotiaGold Passport for business Visa Card* accounts, not any amount of the travel purchase for which a points redemption is applied.

The Cash Back Rebate is provided by a third party provider. Scotiabank is not responsible for the Cash Back Rebate. A Cash Back Rebate can take up to 6 to 8 weeks to be posted to your Account and appear on your statement. For more information about the Cash Back Rebate, visit scotiarewards.com.

4. Other Information about Travel Purchases through the *Scotia Rewards* Travel Service

Availability / Pricing: All travel rewards listed in the

Scotia Rewards Catalogue, *Scotia Rewards* Program Site or any other brochure or notice made available to you, are subject to availability by the travel supplier, hotel or any other applicable supplier. The *Scotia Rewards* Travel Service does not commit to price matching other than the Best Price Guarantee program.

Travel Confirmations: All correspondence and travel documents/itinerary provided by *Scotia Rewards* Travel Service will be sent to the Primary Cardmember's (or Co-Borrower's) address or email appearing in our records at *Scotia Rewards* Travel Service or at the address instructed by the Primary Cardmember (or Co-Borrower). We are not responsible for any failure to receive these travel documents if we send them to the address appearing in our records at the *Scotia Rewards* Travel Service or the instructions we receive from the Primary Cardmember or Co-Borrower.

Travel Documents: You and your travel companions are responsible to ensure that you have in your possession, on departure and as otherwise required, all necessary travel documents. We are not responsible if you do not have the necessary travel documents and you will not be entitled to any compensation from us. It is your responsibility to check with the airlines and other travel suppliers for all estimated departure times, arrival times, and check-in times.

Pay at Destination: While most hotel and car rental bookings will be prepaid (requiring Cardmembers to pay only local tax and incidentals at check-out/dropoff), there may be occasions where a prepayment is not possible. In these situations, your hotel and/or car bookings will be considered a "Pay At Destination" booking. For these bookings, points are redeemed in the form of a travel credit. The travel credit is applied to your Program Card Account within 14 days of the date of this booking. Full payment is collected by the hotel and/or car rental agency. Pay at Destination is only applicable to trips reserved through the *Scotia Rewards* Travel Service and paid with a Program Card.

Travel Cancellation: If you wish to cancel your travel booking before your travel departure date, or any portion of it, made through the *Scotia Rewards* Travel Service, we will attempt to assist you but you agree that any cancellation is subject to the terms and conditions of the third party travel supplier that is providing that travel purchase and the terms of the travel purchase itself. In some cases, this means that for non-refundable tickets, cancellations are not allowed or are subject to cancellation fees. Any cancellation fees will be charged directly to the Program Card Account on which the travel purchase was made.

Travel cancellations and/or changes made to travel

purchases outside of *Scotia Rewards* Travel Service hours are dependent on the terms set by the third party travel providers and their hours of operation. The *Scotia Rewards* Travel Service is not responsible for earlier closures or any cancellation of these travel purchases by the third party travel providers.

Point redemptions for travel purchases are final. However, if you are able to cancel a travel purchase for which you redeemed *Scotia Rewards* points, we will credit the Program Card Account for the points redeemed at the value they were redeemed at.

Travel Insurance: Your Program Card may include insurance coverages related to travel. Please refer to the rewards and travel benefits posted online at scotiabank.com or to the Certificates of Insurance provided with your Program Card for a full description of any included coverage. For all insurance coverages, certain limitations, restrictions and exclusions apply, including a pre-existing condition exclusion for certain benefits².

F. Post Purchase Travel Redemption

You can purchase eligible travel or related travel expenses at a travel provider other than the *Scotia Rewards* Travel Service (e.g., other travel agencies, tour operators and online travel websites) (the "**Other Travel Suppliers**"). These types of purchases at Other Travel Suppliers are called "**Post Purchase Travel Redemptions**" (also referred to as "Apply Points to Travel").

Scotia Rewards points are redeemable for Post Purchase Travel Redemptions made through your Program Card. To redeem *Scotia Rewards* points for a Post Purchase Travel Redemption at Other Travel Suppliers, the purchase must first appear (post) on the Program Card Account. *Scotia Rewards* Cardmembers can then redeem points towards the amount of the Post Purchase Travel Redemption charged to the Program Account through scotiarewards.com or by calling **1-800-665-2582**.

The Post Purchase Travel Redemption must be charged on your Program Card Account and recognized by our systems with the Merchant Category Codes or identifiers: airlines & air carriers, airports, flying fields, and airport terminals; lodgings, hotels, motels and resorts, trailer parks and campgrounds; passenger railways, bus lines, steamship and cruise lines; travel agencies and tour operators, automobile rental agency, motor home and recreational vehicle rentals. These Merchant codes/identifiers and categories are subject to change.

The Post Purchase Travel Redemption can include related taxes, booking fees, airport fees and travel insurance premiums.

You must redeem *Scotia Rewards* points within 12

months from the date when the Post Purchase Travel Redemption is posted to the Program Card Account (the posting date). It may take up to two statement periods for the points redeemed towards a Post Purchase Travel Redemption to appear as a credit on your Program Card Account. Points redeemed cannot be reversed once posted to the Account. To redeem *Scotia Rewards* points towards your Post Purchase Travel Redemption, the Program Card Account must be open and in good standing¹.

The value of the points redeemed cannot exceed the amount of the Post Purchase Travel Redemption charged to your Program Card Account.

The minimum point redemption is **5,000 points (5,000 points is equivalent to \$50 in travel savings)** each time a redemption towards a Post Purchase Travel Redemption is made.

G. Redeem *Scotia Rewards* Points for Credit

A Primary *Scotia Rewards* Cardmember or Co-Borrower can redeem points online through scotiarewards.com for a credit that will be applied to the Program Card Account or we may from time to time send a Primary *Scotia Rewards* Cardmember or Co-Borrower an offer to redeem points for a credit. Your Program Card Account must be open and in good standing¹ at the time the credit is applied to the Program Card Account.

It may take up to two statement periods, following a request to redeem points for a credit, for the credit to appear on the Program Card Account. Once the request to redeem *Scotia Rewards* Points for a Credit has been submitted, you cannot cancel the request and no changes can be made. The credit will be applied towards the balance of the Program Card Account, not towards a particular transaction.

For additional information and instructions on how to redeem *Scotia Rewards* Points for a Credit, including if any minimum redemption amounts are required, please visit scotiarewards.com.

H. Points Status when Switching Cards

If you switch your Program Card Account to another Program Card Account, then your accumulated *Scotia Rewards* points will transfer over to your new Program Card Account, so long as both Accounts are in your name and are in good standing¹.

If you switch (transfer) your Program Card to a Scotiabank credit card that does not offer the *Scotia Rewards* Program, your *Scotia Rewards* points will not transfer over to your new Scotiabank credit card. In that case, you may redeem any unused *Scotia Rewards* points for merchandise within 60 days of the switch, provided your Program Card Account and the other Scotiabank credit account are in good standing¹. After

60 days, unredeemed points will be permanently cancelled.

I. Cancelled, Lost or Stolen Program Cards

Cancelled Program Cards on Program Card Accounts are not eligible to earn *Scotia Rewards* points after their cancellation date. If your Program Card is lost or stolen, we will replace that Program Card and transfer your points to the new Program Card Account opened in your name for the replacement card.

J. Changes to this Program

Scotiabank reserves the right to modify, terminate, suspend or extend or otherwise alter all or any of the terms and conditions of the *Scotia Rewards* program by giving 30 days' notice, including the following:

- i. The amount of points earned or redeemed through the Program;
- ii. The value of points;
- iii. What you can or cannot redeem points for;
- iv. When you can transfer points and to whom;
- v. The length of time available to redeem points; or
- vi. Any fees or charges that apply to this Program including booking fees.

In the event we terminate this Program, the Primary Cardmember will be notified and can redeem any unused points within 60 days after the Program's termination date, provided their Program Account(s) is in good standing¹.

K. General Program Terms

Good Standing: If the Program Card Account is not in good standing, *Scotia Rewards* points are not eligible for redemption and the Account will not earn points.

Canadian \$: All amounts referred to are in Canadian dollars unless otherwise noted.

L. Disclaimers

The Bank of Nova Scotia (Scotiabank) and any of the third party service providers that are retained by Scotiabank to assist us in providing the *Scotia Rewards* Program (each a "Program Provider") are not liable or responsible for any damages, injuries or disabilities that occur, including during travel redeemed through the Program, while using any rewards redeemed through the Program or for any cash back under the Program. Scotiabank and its Program Providers (including HRG), their affiliates, employees, agents or contractors are not liable or responsible for any damages or losses, including without limitation indirect, consequential, special, incidental or punitive damages resulting from or caused by the fulfillment or non-fulfillment of services (including rewards) under this Program. Scotiabank and its Program Providers (including HRG) are not responsible for any purchases or other goods and services provided by third parties including Other Travel Providers.

While we will try to satisfy Cardmembers with an equivalent replacement or a credit adjustment of points, Scotiabank and our Program Providers, will not assume any costs related to the failure of suppliers to deliver the rewards.

Please see the Revolving Credit Agreement that you received with your Program Card about settling disputes directly with a merchant or visit scotiabank.com for a copy of your Revolving Credit Agreement.

Scotiabank and its Program Providers do not make any warranties or representations with respect to the quality or fitness for use of any rewards, including the nature or quality of any of the travel rewards.

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™ Trademark of The Bank of Nova Scotia.

* Visa Int./Lic. User.

All other trademarks or brand names are the property of their respective owners.

Services or rewards (including travel rewards through the *Scotia Rewards* Travel Service or non-travel rewards such as merchandise, gift cards, and other non-travel rewards) made available, or provided, through the *Scotia Rewards* Program by a third party are the responsibility of that third party. Scotiabank and its affiliates are not responsible for such services or rewards including their delivery, return, or fitness for use.

¹ A Program Card Account and associated Program Card(s) is in good standing if the Account is not delinquent (past due) or over limit and the Cardmember(s) is not in breach of the Revolving Credit Agreement that applies to the Program Card Account. If the Account is not in good standing, the accumulated *Scotia Rewards* points are not eligible for redemption.

² **For *ScotiaGold Passport Visa* Cardmembers:** Travel Emergency Medical Insurance is underwritten by American Bankers Life Assurance Company of Florida, except for travel in Cuba which is underwritten by Zurich Insurance Company Ltd. Trip Cancellation/Trip Interruption Insurance and Rental Car Collision/Loss Damage Insurance is underwritten by American Bankers Insurance Company of Florida. Travel Accident Insurance is underwritten by American Bankers Life Assurance Company of Florida. Purchase Security, Extended Warranty, Delayed/Lost Baggage Insurance and Hotel/Motel Burglary Insurance are underwritten by Elite Insurance Company.

For *ScotiaGold Passport for business Visa* Cardmembers: Flight Delay Insurance and Rental Car Collision Loss Damage Insurance are underwritten by American Bankers Insurance Company of Florida. Travel Accident Insurance are underwritten by American Bankers Life Assurance Company of Florida. Purchase Security, Extended Warranty, Delayed/Lost Baggage Insurance and Hotel/Motel Burglary Insurance are underwritten by Elite Insurance Company. All claims for insurance indemnities must be forwarded to the respective insurers. Details of the coverage, including definitions, benefits, limitations, and exclusions are in the Certificate of Insurance provided with the card. Read the Certificate of Insurance then keep it in a safe place with your other valuable documents, and take it with you when you travel.

For Scotiabank Passport Visa Infinite Cardmembers: Insurance coverage is underwritten by American Bankers Insurance Company of Florida (ABIC) and/or American Bankers Life Assurance Company of Florida (ABLAC). Travel Emergency Medical Insurance is underwritten by ABLAC, except for travel in Cuba which is underwritten by Zurich Insurance Company Ltd. Price Protection Service is a service provided by ABIC. The Bank of Nova Scotia is not an insurer.

For Scotiabank Passport Visa Infinite Business Cardmembers: Common Carrier Travel Accident Insurance coverage is underwritten by American Bankers Life Assurance Company of Florida (ABLAC). Travel Emergency Medical Insurance is underwritten by ABLAC, except for travel in Cuba which is underwritten by Zurich Insurance Company Ltd. All other coverages are underwritten by American Bankers Insurance Company of Florida (ABIC). The Bank of Nova Scotia is not an insurer. All claims for insurance indemnities must be forwarded to the insurers. ABIC and ABLAC, their subsidiaries, and affiliates carry on business in Canada under the name of Assurant®. ®Assurant is a registered trademark of Assurant, Inc.

Details of the coverage, including definitions, benefits, limitations, and exclusions are in the Certificate of Insurance provided with the card. Read the Certificate of Insurance then keep it in a safe place with your other valuable documents, and take it with you when you travel.

Scotiabank Passport™ Visa Infinite Business* Card Disclosure

1. ANNUAL INTEREST RATE(S)

Annual interest rates are in effect on the day the account is opened (whether or not a card is activated).

Purchases: **19.99%**

Cash advances**, balance transfers and Scotia® Credit Card Cheques: **22.99%**

Your preferred annual interest rates will increase to standard rates of **25.99%** on purchases and **27.99%** on cash advances, balance transfers and Scotia Credit Card Cheques if you do not make your minimum payment by the payment due date **2** or more times in any **12** month period. This will take effect in the third statement period following the missed payment that caused the rates to increase. These rates will remain in effect until you make your minimum payments by the payment due date for **12** consecutive months.

2. ANNUAL FEES

\$199.00 for the primary cardmember card.

\$0.00 for the secondary cardmember card.

\$50.00 for each supplementary card.

To be charged when the card is issued (regardless of activation) and will be billed to your first statement and once a year thereafter.

3. INTEREST-FREE GRACE PERIOD

You will benefit from an interest-free grace period of at least **21** days for new purchases± if you pay off your balance on your monthly statement in full by the payment due date. This grace period will be automatically extended to at least **25** days on your next monthly statement whenever you do not pay your balance in full by the payment due date. Upon paying your balance in full by the payment due date, this grace period will revert back to at least **21** days on your next monthly statement. There is no interest-free grace period for cash advances, balance transfers and Scotia Credit Card Cheques.

4. MINIMUM PAYMENT

Interest Charges + Fees + \$10.00 plus any overdue or overlimit amount.

Your minimum payment will include Interest Charges on your monthly statement, plus cash advance fee(s), plus any dishonoured payment fees, plus any dishonoured Scotia Credit Card Cheque fees, plus **\$10.00**.

In addition, amounts showing on your monthly statement as OVERDUE or OVERLIMIT must be paid immediately and will be added to the minimum payment.

5. FOREIGN CURRENCY CONVERSION

0.00%

Transactions made in a foreign currency will be converted and posted to your account in Canadian currency.

The exchange rate is determined by Visa Inc. on our behalf on the date that the transaction is settled with Visa Inc. This exchange rate may be different from the rate in effect on the transaction date. We do not charge any additional foreign currency conversion mark-up.

For account payments and Scotia Credit Card Cheques, the exchange rate will be the posted rate charged to customers at any branch of The Bank of Nova Scotia on the date the transaction occurs. For any reversal of these transactions, the exchange rate will be determined in the same manner as of the date that the transaction is reversed.

6. OTHER FEES

Other fees to be charged on the day the transaction occurs (unless otherwise indicated):

Cash advance fee for each cash advance:

- processed by Scotiabank or any financial institution in Canada: **\$3.50**
- obtained at any Scotiabank Automated Banking Machine (ABM) in Canada: **\$3.50**
- obtained at any non-Scotiabank ABM in Canada displaying the *Interac*⁺ symbol: **\$3.50**
- obtained at any ABM outside of Canada: **\$7.50**
- processed by Scotiabank or any financial institution outside of Canada: **\$7.50**
- obtained at any Global ATM (ABM) Alliance Bank outside of Canada: **\$3.50**
- cash-like transaction fee: **\$4.00**
- balance transfer fee: **\$3.50** will apply to all balance transfers processed by Scotiabank

Promotional low rate fee: **3%** (unless waived or reduced by us in the offer) of the amount of each transaction under a promotional low rate offer made to you (minimum fee of **\$3.50**). A promotional rate means the rate is lower than your preferred annual interest rates. Promotional low rate offers may apply to cash advances, balance transfers or Scotia Credit Card Cheques. The exact promotional low rate fee will be

disclosed to you at the time the offer is made.

Scotia Credit Card Cheque fee: **\$3.50** will apply to each transaction made using a *Scotia* Credit Card Cheque.

Dishonoured payment fee: **\$48.00**. Fee is charged for each credit card payment dishonoured by your financial institution on the date the payment is returned/dishonoured.

Dishonoured *Scotia* Credit Card Cheque fee: **\$48.00**. Fee is charged on the date the cheque is returned for each cheque which is returned due to insufficient credit available in your account.

Replacements: Each replacement sales draft, cash advance draft or monthly statement: **\$5.00**.

Overlimit fee: **\$29.00**. Fee is charged on the day your balance first exceeds your credit limit and then once per statement period (charged on the first day of the statement period) if your account remains overlimit from a previous statement period.

The Bank reserves the right to waive any fees or charges in its discretion.

All rates, fees and other terms are effective as of January 21, 2019 and are subject to change. For information on current interest rates and fees, please call **1-888-882-8958** or visit **scotiabank.com**.

± Annual fees, dishonoured payment fees, dishonoured *Scotia* Credit Card Cheque fees and overlimit fees are treated as purchases and the annual interest rate for purchases will apply to them. The interest-free grace period described above in this disclosure statement also applies to them.

** Cash advances: Cash advances include cash-like transactions which are monetary transactions posted to your account and include wire transfers, foreign currency, travellers cheques, money orders and gaming chips.

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+ *Interac Inc.* owner of the mark *Interac*. The Bank of Nova Scotia authorized user of the mark.

CERTIFICATE OF INSURANCE

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

This Certificate of Insurance contains information about your insurance. Please read it carefully and keep it in a safe place. Refer to the Definitions section or to the applicable description of benefits and the paragraph following this one for the meanings of all capitalized terms.

The coverage outlined in this Certificate of Insurance is effective as of January 21, 2019, and is provided to eligible Scotiabank Passport™ Visa Infinite Business* Cardmembers. American Bankers Insurance Company of Florida is the underwriter of the Purchase Security, Extended Warranty, Lost Luggage, Delayed Luggage, Hotel/Motel Burglary, Trip Cancellation, Trip Interruption, Rental Car Collision/Loss Damage, and Flight Delay Insurance under Group Policy No. **BNS012019**; American Bankers Life Assurance Company of Florida is the underwriter of the Travel Emergency Medical Insurance (except for travel in Cuba) and Common Carrier Travel Accident Insurance under Group Policy number No. **BNSL012019**; and Zurich Insurance Company Ltd is the underwriter of the Travel Emergency Medical Insurance for travel in Cuba under Group Policy No. **8697200**. Each insurer is hereinafter referred to individually or collectively as the "Insurer", as appropriate, and each Group Policy is hereinafter referred to individually or collectively as the "Policy", as appropriate. The Policy is issued by the Insurer to The Bank of Nova Scotia (hereinafter referred to as the "Policyholder").

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

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

Zurich Insurance Company Ltd's Canadian head office is located at 100 King Street West, Suite 5500, Toronto, Ontario M6X 1C9.

Claim payment and administrative services are provided by *Scotia Assist*.

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

A. DEFINITIONS

In this Certificate of Insurance, the following words or phrases have the meanings set forth below:

Accidental Bodily Injury means an accidental bodily injury which is the direct source of a Loss, and is independent of disease, bodily infirmity or other cause.

Account means the Cardmember's Scotiabank Passport Visa Infinite Business Account, which must be in Good Standing with the Policyholder.

Cardmember means any Cardmember who is a natural person resident in Canada to whom a Scotiabank Passport Visa Infinite Business card is issued and whose name is embossed on the card. The Cardmember may be referred to as "You" or "Your".

Car Sharing means a car rental club that provides its members with 24-hour access to its own fleet of cars parked in a convenient location and does not include online marketplace services which facilitate the rental of privately owned cars, or other similar online services.

Check In means the moment the Insured Person registers at the Hotel/Motel.

Check Out means the moment the Insured Person vacates the Hotel/Motel room and pays the itemized total cost incurred for the duration of the stay by charging the full cost to the Account.

Checked Luggage means suitcases or other containers specifically designated for carrying personal belongings, for which a baggage claim check has been issued to the Insured Person by a Common Carrier.

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

Delayed Luggage means an Insured Person's Checked Luggage which is delayed by the Common Carrier for more than 4 hours from the Insured Person's time of arrival at the Final Destination.

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

under 21 years of age, or under 25 years of age and in full-time attendance at a recognized institution of higher learning in Canada. Dependent Child(ren) also includes children 21 years of age or over who are permanently mentally or physically challenged and incapable of self-support.

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

Dollars and **\$** means Canadian dollars.

Eligible Expenses mean charges for any of the following travel arrangements which have been booked or reserved prior to departure on a Trip and for which at least 75% of all costs (including deposits and pre-payments, but excluding the cost of additional insurance You may obtain from Your travel supplier) has been charged to Your Account and/or Your *Scotia Rewards*[®] points:

- a) cost of transportation by Common Carrier;
- b) cost of hotel or similar accommodation; and
- c) cost of a package tour (excluding insurance premiums) which has been sold as a unit and includes at least two of the following:
 - transportation by Common Carrier
 - meals
 - car rental
 - tickets or passes for a sporting event, exhibition or other comparable entertainment event
 - hotel or similar accommodation
 - lessons or services of a guide

Emergency means an unforeseen event that occurs after a Trip was booked and makes it necessary to receive immediate treatment from a Doctor or to be hospitalized.

Emergency Medical Treatment means treatment necessary for the immediate relief of a Medical Emergency.

Essential Items mean the minimum essential clothing and toiletries, the purchase of which is rendered absolutely necessary and indispensable due to the delay of Your Checked Luggage.

Final Destination means the away-from-home ticketed destination for any particular day of travel, as shown on your Ticket.

GHIP means the Government Health Insurance Plan of an Insured Person's province or territory of residence in Canada.

Good Standing means, with respect to an Account, that the Cardmember has not advised the Policyholder

to close it or the Policyholder has not suspended or revoked credit privileges or otherwise closed the Account.

Hospital means an institution which is licensed to provide, on an in-patient basis, medical care and treatment of sick and injured persons through medical, diagnostic and major surgical facilities, under the supervision of a staff of Doctors and with 24-hour-a-day service. Hospital does not include any institution or part of an institution which is licensed or used principally as a clinic, a continued care or extended care facility, a convalescent home, a rest home, a nursing home or home for the aged, a health spa or a treatment centre for drug addiction or alcoholism.

Hospitalization means a stay of at least 48 hours in a Hospital for Emergency and medical treatment which cannot be postponed.

Hotel/Motel means an establishment located in Canada or the United States that provides lodging for the general public, and usually meals, entertainment, and various personal services. Hotel/Motel does not include a privately-owned residence offered for rental through an online marketplace service, or other similar online service.

Immediate Family Member means an eligible Cardmember's relative as outlined under the applicable benefit.

Insured Item means a new item (a pair or set being one item) of personal property for which the full Purchase Price is charged to an Account and/or paid with *Scotia Rewards* points.

Insured Person means a Cardmember and, where specified, certain other eligible persons as outlined under the applicable benefit.

Key Employee means an employee whose continued presence at the Insured Person's place of business is critical to the ongoing affairs of the Insured Person's business during Your Trip.

Legal Business Partner means a person who participates with the Insured Person in the daily management of a shared business and who shares the financial risk of the operation.

Loss means:

- a) With respect to life, Accidental Bodily Injury causing death.
- b) With respect to sight, speech or hearing, Accidental Bodily Injury causing entire and irrecoverable loss of sight, speech or hearing.
- c) With respect to a hand, Accidental Bodily Injury causing actual severance of the entire four fingers of the same hand at or above the knuckle joints.
- d) With respect to a foot, Accidental Bodily Injury

causing actual severance of a foot at or above the ankle joint.

Loss of Use means the amount charged by a car rental agency to compensate it when a rental vehicle is unavailable for rental while undergoing repairs for damage incurred during the rental period.

Manufacturer's Warranty means an express written warranty valid in Canada or the United States issued by the original manufacturer of the Insured Item at the time of purchase, excluding any extended warranty offered by the manufacturer or any third party.

Medical Condition means any illness, injury or symptom, whether diagnosed or not.

Medical Emergency means an unforeseen illness or accidental injury which occurs during a Trip and which requires immediate medical care or treatment from a Doctor. A Medical Emergency ends when the illness or accidental injury has been treated such that the Insured Person's condition has stabilized. Treatment provided when medical evidence indicates that an Insured Person could delay treatment or return to Canada for such treatment, is not considered a Medical Emergency and is not covered.

Mysterious Disappearance means the vanishing of an item which cannot be explained, i.e. there is an absence of evidence of a wrongful act of another person.

Network means the network of Hospitals, Doctors and other medical providers with which *Scotia Assist* has entered into an agreement to provide Emergency Medical Treatment under the Policy.

Occupying means in or upon or boarding or alighting from a Common Carrier.

Pre-Existing Condition means any Medical Condition for which symptoms appeared or for which an Insured Person or an Insured Person's Immediate Family Member sought the attention of a Doctor, had investigated, diagnosed or treated, had treatment or further investigation recommended or for which medication was prescribed or altered, in the case where the person is under 75 years of age, in the 180 days prior to the date the Trip was booked, and in the case where the person is 75 years of age or older, in the 365 days prior to the date the Trip was booked.

A Pre-existing Condition does not include a Medical Condition which is controlled by the consistent use of medications prescribed by a Doctor, provided that, during the 180-day period or 365-day period, as applicable, before the Insured Person's departure, there has been no other treatment or investigation recommended and there has been no change in medication. A new medication or increase/decrease in dosage constitutes a change.

Purchase Price means the actual cost of the Insured Item, including any applicable taxes, as shown on the store receipt.

Reasonable and Customary Charges means charges which do not exceed the general level of charges made by other providers of similar standing in the locality or geographical area where the charges are incurred, when furnishing comparable treatment, services or supplies for a similar Medical Emergency.

Rescheduling Expenses means the additional charges associated with Eligible Expenses, including administrative and change fees, which result from rescheduling a Trip, prior to departure, and which have been charged to Your Account and/or Your *Scotia Rewards* points.

Scotia Assist means the Insurer in relation to claim payment and administrative services.

Spouse means the person who is legally married to the Cardmember or the person who has been living with the Cardmember for a continuous period of at least one year and is publicly represented as the Cardmember's Spouse.

Ticket means evidence of fare paid for travel on a Common Carrier, which has been charged to Your Account and/or paid with *Scotia Rewards* points.

Total and Permanent Disability or Totally and Permanently Disabled means that the Insured Person is continuously and totally disabled and will, in the opinion of a Doctor, never be able to be gainfully employed in an occupation for which the Insured Person is qualified, or could be qualified, by reason of education, training, experience or skill.

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

Trip means a scheduled period of time during which an Insured Person is away from his or her province or territory of residence in Canada, as determined by the departure and return dates.

B. Purchase Security, Extended Warranty, Lost Luggage, Delayed Luggage and Hotel/Motel Burglary Insurance

1. PURCHASE SECURITY

For this coverage, Insured Person means the Cardmember. No other person or entity shall have any right, remedy or claim, legal or equitable to the benefits.

- a) **Benefits** – Purchase Security coverage automatically, without registration, protects most new Insured Items purchased anywhere in the world (provided the full Purchase Price is charged to the Account and/or paid with *Scotia Rewards* points) by insuring them for 90 days from the date of purchase in the event of loss, theft, or damage in excess of other insurance. If an Insured Item is lost, stolen or damaged, *Scotia Assist* will reimburse You the lesser of the repair or replacement cost, not exceeding the original Purchase Price charged to the Account, subject to the Additional Limits of Liability and Exclusions stated in Section 6.
- b) **Excluded Items** – Purchase Security does not cover the following items: travellers cheques, cash, tickets or any other negotiable instruments; bullion, rare or precious coins; art objects (such as but not limited to hand-made items, limited editions, original, signature pieces or collectible plates); pre-owned or used items, including antiques and demos; animals; living plants; perishables such as food and liquor; aircraft and parts and accessories thereof; automobiles, motorboats, motorcycles or any other motorized vehicles and parts and accessories thereof; items consumed in use; services; ancillary costs incurred in respect of an Insured Item and not forming part of the Purchase Price; parts and/or labour required as a result of mechanical breakdown; mail order items until received and accepted by the Cardmember in new and undamaged condition; jewellery transported/stored in baggage which is not under the personal supervision of the Cardmember or Cardmember's travelling companion.
- c) **Gifts** – Insured Items the Cardmember gives as gifts are covered by Purchase Security. In the event of a claim, the Cardmember, not the recipient of the gift, must make the claim for benefits.
- d) **Other Insurance** – Where an Insured Person has other insurance, the loss or damage MUST be reported to the primary carrier in addition to filing with *Scotia Assist*, and copies of the payout documents from the other insurance carrier must be provided to *Scotia Assist*. If the loss or damage is not covered under the other insurance, a letter from the other insurance carrier so indicating may be required. The insurance extended under the Policy by the Insurer is issued strictly as excess coverage and does not apply as contributing insurance. The coverage extended under the Policy will reimburse the Cardmember only to the extent a permitted claim exceeds coverage and payment under other insurance, regardless of whether the other insurance contains provisions purporting to make its

coverage non-contributory or excess. The Policy also provides coverage for the amount of the deductible under other insurance.

e) **Termination** – Coverage ends the earliest of:

- (i) the date the Account is cancelled, closed or ceases to be in Good Standing;
- (ii) the date the Cardmember ceases to be eligible for coverage; and
- (iii) the date the Policy terminates.

No coverage will be provided for items purchased after the Policy termination date.

2. EXTENDED WARRANTY

For this coverage, Insured Person means the Cardmember. No other person or entity shall have any right, remedy or claim, legal or equitable to the benefits.

a) **Benefits** – Extended Warranty coverage provides the Cardmember with double the period of repair services otherwise provided by the original Manufacturer's Warranty, to a maximum of 1 additional year, when the full Purchase Price is charged to the Account and/or paid with *Scotia Rewards* points on most Insured Items purchased anywhere in the world. Extended Warranty benefits are limited to the lesser of the cost to repair or the original Purchase Price charged to the Account, subject to the Additional Limits of Liability and Exclusions stated in Section 6.

b) **Registration** – Insured Items with a Manufacturer's Warranty of 5 or more years are ONLY covered if registered within the first year of purchase. Insured Items with a Manufacturer's Warranty of less than 5 years DO NOT require registration. To register item(s) with a Manufacturer's Warranty of more than 5 years for the Extended Warranty benefit, call **1 877-711-8286** between 8:00 a.m. and 8:00 p.m., ET, Monday through Friday. You will be required to send copies of the following items to *Scotia Assist* within 1 year after the Insured Item is purchased:

- (i) a copy of the original vendor sales receipt;
- (ii) the customer copy of Your sales receipt;
- (iii) the serial number of the item; and
- (iv) a copy of the original Manufacturer's Warranty.

c) **Excluded Items** – Extended Warranty does not cover the following items: aircraft and parts and accessories thereof; automobiles, motorboats, motorcycles and any other motorized vehicles and parts and accessories thereof; used items; living plants; trim parts; services; dealer and assembler

warranties; or any other obligation other than those specifically covered under the terms of the original Manufacturer's Warranty.

- d) **Gifts** – Insured Items the Cardmember gives as gifts are covered under the Extended Warranty coverage subject to compliance with the terms and conditions of the coverage offered hereunder.
- e) **Other Insurance** – Where an Insured Person has other insurance, the loss or damage MUST be reported to the primary carrier in addition to filing with *Scotia Assist*, and copies of the payout documents from the other insurance carrier must be provided to *Scotia Assist*. If the loss or damage is not covered under the other insurance, a letter from the other insurance carrier so indicating may be required. The insurance extended under the Policy by the Insurer is issued strictly as excess coverage and does not apply as contributing insurance. The coverage extended under the Policy will reimburse the Cardmember only to the extent a permitted claim exceeds coverage and payment under other insurance, regardless of whether the other insurance contains provisions purporting to make its coverage non-contributory or excess. The Policy also provides coverage for the amount of the deductible under other insurance.
- f) **Termination** – Coverage ends the earliest of:
 - (i) the date the Account is cancelled, closed or ceases to be in Good Standing;
 - (ii) the date the Cardmember ceases to be eligible for coverage; and
 - (iii) the date the Policy terminates.

No coverage will be provided for items purchased after the Policy termination date.

3. LOST LUGGAGE

For this coverage Insured Person means the Cardmember and any Immediate Family Member travelling with a Cardmember. Immediate Family Member means the Cardmember's Spouse, Dependent Children and parents residing with the Cardmember.

- a) **Benefits** – Lost Luggage coverage provides protection from theft or permanent misdirection of the Checked Luggage by a Common Carrier up to a maximum of \$1,000 per Trip for all Insured Persons on the same Trip provided that the full price of the Insured Person's fare has been charged to an Account and/or paid with *Scotia Rewards* points. Payment is based on the actual replacement cost of any lost or stolen article provided the article is actually replaced. Otherwise, payment is based on the actual cash value of the article at the time of loss.

- b) **Excluded Items** – Lost Luggage does not cover: animals; any conveyance or appurtenances except bicycles; contact lenses; eyeglasses; hearing aids; artificial teeth; dental bridges; prosthetic limbs; money; securities; credit cards and any other negotiable instruments; tickets and documents; cameras; sporting equipment; art objects (such as but not limited to hand-made items, limited editions, original, signature pieces or collectible plates); electronic equipment; luggage not checked; luggage held, seized, quarantined or destroyed by a customs or government agency; or where a reimbursement or a non-monetary (tickets, coupons, travel vouchers) settlement is made by the Common Carrier.

4. DELAYED LUGGAGE

For this coverage, Insured Person means the Cardmember and any Immediate Family Member travelling with a Cardmember. Immediate Family Member means the Cardmember's Spouse, Dependent Children and parents residing with the Cardmember.

- a) **Benefits** – Delayed Luggage coverage reimburses an Insured Person for the cost of replacing Essential Items, if the Insured Person's Checked Luggage is not delivered within 4 hours from the Insured Person's time of arrival at the Final Destination, provided the full price of the Insured Person's fare has been charged to an Account and/or paid with *Scotia Rewards* points. The Essential Items must be purchased before the Checked Luggage is returned to the Insured Person and no later than 96 hours after the Insured Person's time of arrival at the Final Destination. The maximum benefit payable under Delayed Luggage coverage per Trip for all Insured Persons on the same Trip is \$1,000.

- b) **Excluded Items** – The Delayed Luggage coverage does not cover: losses occurring when Checked Luggage is delayed on an Insured Person's return home to their province or territory of residence in Canada; expenses incurred more than 96 hours after the Insured Person's time of arrival at the Final Destination; expenses incurred after the Checked Luggage is returned to the Insured Person; losses caused by or resulting from any criminal act by the Insured Person; baggage not checked; baggage held, seized, quarantined or destroyed by a customs or government agency; money; securities; credit cards; negotiable instruments; tickets; or documents of any nature whatsoever.

5. HOTEL/MOTEL BURGLARY

For this coverage, Insured Person means the Cardmember and any Immediate Family Member travelling with a Cardmember. Immediate Family

Member means the Cardmember's Spouse, Dependent Children and parents residing with the Cardmember.

- a) **Benefits** – The Hotel/Motel Burglary coverage protects the Insured Person, for the period of time between Check In and Check Out, from theft of most items of personal property from a Hotel/Motel room where there is evidence of forceful entry, ONLY within the territorial limits of Canada and the United States. Coverage is up to a maximum of \$1,000, in excess of other insurance and/or payments made by the Hotel/Motel, provided the full cost of the Hotel/Motel room has been charged to the Account and/or paid with *Scotia Rewards* points.
- b) **Excluded Items** – Hotel/Motel Burglary does not cover: cash; travellers cheques; securities; credit cards; or any other negotiable instruments; tickets and documents.

6. ADDITIONAL LIMITS OF LIABILITY AND EXCLUSIONS

- a) **Limits of Liability** – There is a maximum lifetime liability of \$60,000 under the Purchase Security and Extended Warranty coverages.

In the event that the Insured Item cannot be repaired or replaced, *Scotia Assist*, at its sole option, may reimburse You up to the Purchase Price of the Insured Item.

Claims for items belonging to and purchased as a pair or set will be paid for at the full Purchase Price of the pair or set provided that the parts of the pair or set are unusable individually and cannot be replaced individually. Where parts of the pair or set are usable individually, liability will be limited to payment equal to the proportionate part of the Purchase Price that the number of damaged or stolen parts bears to the number of parts in the complete pair or set.

- b) **Exclusions** – The Policy does NOT provide coverage for losses resulting from: misuse or abuse; fraud; normal wear and tear; inherent product defects (which means imperfections which impair the use of the product); Mysterious Disappearance; theft from a vehicle unless the vehicle is locked and there are visible signs of forced entry; flood, earthquake or radioactive contamination; hostilities of any kind (including war, invasion, terrorism, rebellion or insurrection), confiscation by authorities, risks of contraband or illegal activity; or incidental and consequential damages, including bodily injury, property, punitive and exemplary damages and legal fees.

7. CLAIMS

- a) **Filing a Claim** – To initiate a claim, the Cardmember must notify *Scotia Assist* as soon as reasonably possible and PRIOR to proceeding with any action or repairs and no later than 90 days from the date of loss or damage, by calling **1 877-711-8286** from Canada and the United States or **613-634-6980** locally or collect from other countries between 8:00 a.m. and 8:00 p.m. ET, Monday through Friday.
- b) **Validation of a Claim** – The Cardmember MUST maintain ORIGINAL copies of all documents required. Where a claim is due to fraud, malicious acts, burglary, robbery, theft or attempt thereof, or is suspected to be so caused, the Cardmember MUST give immediate notice to the police or other authorities having jurisdiction. The Cardmember may be required to send, at the Cardmember's expense and risk, the damaged Insured Item on which a claim is based, to an address designated by *Scotia Assist*.
- c) **Claim Form** – Upon notifying *Scotia Assist* of the loss, the Cardmember will be sent a claim form. The completed claim forms together with written proof of loss must be delivered as soon as reasonably possible, but in all events within 1 year from the date on which the loss occurred.
- Failure to provide notice or furnish proof of claim within the time prescribed herein does not invalidate the claim if the notice or proof is given or furnished as soon as reasonably possible, and in no event later than one year from the date a claim arises hereunder, if it is shown that it was not reasonably possible to give notice or furnish proof within the time so prescribed. If the notice or proof is given or furnished after 1 year, Your claim will not be paid.
- d) **Payment of Claim** – Benefits payable under the Policy will be paid upon receipt of full written proof, as determined by *Scotia Assist*.
- e) **Purchase Security** – Under the Purchase Security coverage, the Cardmember will be required to complete a claim form and MUST include copies of the customer copy of the original store receipt, Scotiabank Passport Visa Infinite Business charge slip, and Account statement and police report if obtainable, and if not obtainable, the department, file number, address, contact name on the file and telephone number, and any other information reasonably required by *Scotia Assist* to determine the Cardmember's eligibility for benefits under the Policy.
- f) **Extended Warranty** – Under the Extended Warranty coverage, the Cardmember will be required to complete a claim form PRIOR to proceeding with

any repairs and MUST include copies of the customer copy of the original store receipt, Scotiabank Passport Visa Infinite Business charge slip, and Account statement and Manufacturer's Warranty. Upon receipt of the completed documentation, if the claim is eligible for coverage under the Policy, *Scotia Assist* will provide a notice to the Cardmember containing an authorization to proceed with the necessary repairs and the particulars of the repair facility designated to complete the necessary repairs.

- g) **Lost Luggage** – Under the Lost Luggage coverage, the Cardmember will be required to complete the claim form and MUST include copies of the Common Carrier ticket, the baggage claim ticket, Scotiabank Passport Visa Infinite Business charge slip and Account statement and a written statement from the Common Carrier confirming:
- (i) the date, time and details of loss;
 - (ii) payout documentation from the Common Carrier including a copy of the cheque, claim form, a list of items lost and their value; and
 - (iii) any other information reasonably required by *Scotia Assist* to determine coverage eligibility.
- h) **Delayed Luggage** – Under the Delayed Luggage coverage, the Cardmember will be required to complete the claim form and MUST include copies of the Scotiabank Passport Visa Infinite Business charge slip and Account statement. In addition, the Cardmember will be required to submit itemized receipts for actual expenses incurred for Essential Items and a written statement from the Common Carrier confirming all of the following specifics:
- (i) date and time of delay;
 - (ii) date and time that the Checked Luggage was returned to the Insured Person;
 - (iii) reason or circumstances surrounding the delay; and
 - (iv) any other information reasonably required by *Scotia Assist*.
- i) **Hotel/Motel Burglary** – Under the Hotel/Motel Burglary coverage, the Cardmember will be required to complete a claim form and MUST include copies of the Scotiabank Passport Visa Infinite Business charge slip and Account statement, a written statement from the Hotel/Motel confirming the date, time and details of the loss, police report if obtainable, and if not obtainable, the department, file number, address, contact name on the file, and telephone number, payout documentation from the other insurance carrier, if applicable, and any other information reasonably required by *Scotia Assist* to determine coverage eligibility.

C. Trip Cancellation and Trip Interruption Insurance

For this coverage:

- **Insured Person** means the Cardmember and/or his or her Spouse, and eligible Dependent Children when travelling with the Cardmember and/or his or her Spouse. Insured Person also means one (1) Travelling Companion booked to travel on a Trip with You and/or Your Spouse if the full cost of his or her Eligible Expenses for the Trip has been charged to the Account.
- **Immediate Family Member** means a spouse, daughter or son (whether natural, adopted or step-child), grandchild, grandparents, mother, father, step-parent, sister, step-sister, brother, step-brother, parent-in-law, daughter-in-law, son-in-law, sister-in-law or brother-in-law.

1. ELIGIBILITY

Each Cardmember and/or his or her Spouse is eligible for the Trip Cancellation and the Trip Interruption coverage summarized under this Certificate if the Eligible Expenses for the Trip have been charged to Your Account. Your Dependent Children, and one Travelling Companion are eligible for this coverage when they are booked to travel on a Trip with You and/or Your Spouse and their Eligible Expenses have been charged to Your Account.

2. TRIP CANCELLATION BENEFITS

You will be reimbursed for any Eligible Expenses which are not refundable or reimbursable in any manner if, prior to Your scheduled departure, an Insured Person is required to cancel a Trip due to one of the following Covered Causes for Cancellation. The amount payable is subject to a maximum limit of \$2,500 per Insured Person and \$10,000 per Trip for all Insured Persons on the same Trip and will be limited to the cancellation penalties in effect on the date the Cause for Cancellation arises. It is therefore important that You cancel Your travel arrangements with Your travel supplier as soon as the Cause for Cancellation arises. Also, You must immediately advise *Scotia Assist* as soon as a Cause for Cancellation arises.

You will be reimbursed for any Rescheduling Expenses which are not refundable or reimbursable in any manner if, prior to Your scheduled departure, an Insured Person chooses to reschedule a Trip due to one of the following Covered Causes for Cancellation. The amount payable is the lesser of the Rescheduling Expenses and the amount that would have been paid under this Certificate if the Trip had been cancelled outright. Your rescheduled trip will be considered a

new Trip under this Certificate and the Pre-existing Condition period will be measured from the date the new Trip was booked.

Covered Causes for Cancellation (first occurring after Your Trip was booked) mean the following:

Medical Covered Causes for Cancellation:

- a) death of an Insured Person, a Travelling Companion, an Insured Person's Immediate Family Member or a Travelling Companion's Immediate Family Member occurring after the Trip is booked and within 31 days prior to the scheduled Trip departure date;
- b) Accidental Bodily Injury or sudden and unexpected sickness of an Insured Person or Travelling Companion, which did not result from a Pre-existing Condition and which prevents the Insured Person or Travelling Companion from starting the Trip. A Doctor must substantiate in writing that prior to the scheduled Trip departure date, he or she advised the Insured Person or Travelling Companion to cancel the Trip or that the Accidental Bodily Injury or sickness made it impossible for the Insured Person or Travelling Companion to start the Trip;
- c) Hospitalization due to an Accidental Bodily Injury or a sudden and unexpected sickness of an Insured Person's Immediate Family Member or a Travelling Companion's Immediate Family Member scheduled to occur during the Trip which did not result from a Pre-Existing condition and which was not known to the Insured Person or Travelling Companion prior to booking the Trip;
- d) Hospitalization of an Insured Person's Immediate Family Member or a Travelling Companion's Immediate Family Member, which did not result from a Pre-existing Condition, occurring after the Trip was booked and within 31 days prior to the Trip departure date;
- e) Hospitalization or death of an Insured Person's Legal Business Partner or Key Employee or of a Travelling Companion's Legal Business Partner or Key Employee occurring after the Trip was booked; and;
- f) Hospitalization or death of an Insured Person's host or a Travelling Companion's host at destination occurring after the Trip was booked.

Non-Medical Covered Causes for Cancellation:

- a) an enforceable call of an Insured Person to jury duty or sudden and unexpected subpoena of an Insured Person to act as a witness in a court of law requiring the Insured Person's presence in court during the Trip;
- b) a written formal notice issued by the Department of

Foreign Affairs and International Trade of the Canadian government after booking Your Trip, advising Canadians not to travel to a country, region or city originally ticketed for the Trip for a period that includes an Insured Person's Trip;

- c) an employment transfer of the Insured Person by the employer with whom the Insured Person was employed on the date the Insured Person booked his or her Trip, which transfer requires the relocation of the Insured Person's principal residence within 30 days before the Insured Person's scheduled Trip departure date;
- d) a delay causing an Insured Person to miss a connection for a Common Carrier or resulting in the interruption of an Insured Person's travel arrangements, including the following:
 - (i) delay of an Insured Person's Common Carrier resulting from the mechanical failure of that carrier;
 - (ii) a traffic accident or an emergency police-directed road closure (either must be substantiated by a police report);
 - (iii) weather conditions; or
 - (iv) unexpected or unforeseen earthquake of volcanic eruption.

The outright cancellation of Common Carrier travel is not considered a delay. The benefit under this Cause for Cancellation is the Insured Person's one-way economy fare via the most cost-effective route to the Insured Person's next destination;

- e) a natural disaster that renders an Insured Person's principal residence uninhabitable;
- f) an Insured Person's quarantine or hijacking; and
- g) a call to service of an Insured Person by government with respect to reservists, military, police or fire personnel.

As soon as a covered cause for cancellation occurs, the Insured Person must cancel the Trip and You must notify *Scotia Assist* by calling **1 877-711-8286** from Canada and the United States or **613-634-6980** locally or collect from other countries within 48 hours of the time the covered cause for cancellation arose.

3. TRIP INTERRUPTION BENEFITS

You will be reimbursed for:

- a) the lesser of the additional charges paid by You for a change in ticketing or the cost of a one-way economy fare to return to point of departure; and
- b) the amount of the unused portion of any Eligible Expenses which are not refundable or reimbursable, excluding the cost of pre-paid, unused return transportation if, as a result of one of the following Covered Causes for Interruption occurring during

the Trip, an Insured Person is prevented from continuing the Trip or is unable to return on the original Trip return date. The amount payable is subject to a maximum limit of \$2,500 per Insured Person and \$10,000 per Trip for all Insured Persons on the same Trip. You must immediately advise *Scotia Assist* as soon as a covered cause for interruption arises.

Covered Causes for Interruption mean the following:

Medical Covered Causes for Interruption:

- a) death of an Insured Person, a Travelling Companion, an Insured Person's Immediate Family Member or Travelling Companion's Immediate Family Member during the Trip;
- b) Accidental Bodily Injury or sudden and unexpected sickness of an Insured Person or Travelling Companion, which did not result from a Pre-existing Condition and which, in the sole opinion of *Scotia Assist*, based on medical advice provided by the attending Doctor, requires immediate medical attention and prevents the Insured Person or Travelling Companion from returning from the Trip on the scheduled return date;
- c) Accidental Bodily Injury or a sudden and unexpected sickness requiring Hospitalization of an Insured Person's Immediate Family Member or a Travelling Companion's Immediate Family Member during the Trip, which did not result from a Pre-existing Condition and which was not known to the Insured Person or Travelling Companion prior to the Trip departure date;
- d) Hospitalization or death of an Insured Person's Legal Business Partner or Key Employee or a Travelling Companion's Legal Business Partner or Key Employee which occurred during the Trip; and
- e) Hospitalization or death of an Insured Person's host or a Travelling Companion's host at destination which occurred during the Trip.

Non-Medical Covered Causes for Interruption:

- a) a written formal notice issued by the Department of Foreign Affairs and International Trade of the Canadian government during the Trip, advising Canadians not to travel to a country, region or city originally ticketed for the Trip for a period that includes an Insured Person's Trip;
- b) a delay causing an Insured Person to miss a connection for a Common Carrier or resulting in the interruption of an Insured Person's travel arrangements including the following:
 - (i) delay of an Insured Person's Common Carrier resulting from the mechanical failure of that carrier;

- (ii) a traffic accident or an emergency police-directed road closure (either must be substantiated by a police report);
- (iii) weather conditions; or
- (iv) unexpected or unforeseen earthquake or volcanic eruption.

The outright cancellation of Common Carrier travel is not considered a delay. The benefit under this Cause for Interruption is the Insured Person's one-way economy fare via the most cost-effective route to the Insured Person's next destination;

- c) a natural disaster that renders an Insured Person's principal residence uninhabitable;
- d) an Insured Person's quarantine or hijacking; and
- e) a call to service of an Insured Person by government with respect to reservists, military, police or fire personnel.

As soon as a Cause for Interruption occurs, You must notify *Scotia Assist* by calling **1 877-711-8286** from Canada and the United States or **613-634-6980** locally or collect from other countries. They will assist You in making the necessary arrangements to return.

4. LIMITATIONS AND EXCLUSIONS

Only one (1) Travelling Companion is covered on each Trip.

No benefits are payable in respect of any Trip cancellation or Trip interruption resulting directly or indirectly from:

- a) cancellation of a Trip for any reason other than a Cause for Cancellation;
- b) interruption of a Trip for any reason other than a Cause for Interruption;
- c) a Pre-existing Condition;
- d) pregnancy, childbirth and/or related complications occurring within 9 weeks of the expected delivery date;
- e) neo-natal care;
- f) intentionally self-inflicted injury, suicide or any attempt thereat;
- g) illness or accidental injury sustained while under the influence of drugs, medication, alcohol or other intoxicants;
- h) participation in a criminal offence;
- i) acts of terrorism, insurrection or war, whether declared or undeclared;
- j) voluntary participation in a riot or civil commotion; or
- k) participation in professional sports, speed contests, dangerous sports or events.

Please note: The Policy will only cover any excess cost over and above the travel rewards provided by any

reward or frequent flyer plan. This Policy does not cover the value of the loss of any rewards or frequent flyer plan points, except *Scotia Rewards* points.

5. CLAIMS PROCEDURES

You must contact *Scotia Assist* by calling **1 877-711-8286** from Canada and the United States or **613-634-6980** locally or collect from other countries to obtain a claim form. You will be required to submit a completed claim form and provide documentation to substantiate Your claim, including the following:

- a) original tickets (including any unused coupons), original vouchers, original itinerary, invoices, and receipts;
- b) Scotiabank Passport Visa Infinite Business monthly statement of account and any other documentation necessary to confirm that the costs of Eligible Expenses were charged to Your Account;
- c) proof satisfactory to *Scotia Assist* that the cancellation or interruption of the Trip resulted from a covered cause for cancellation or interruption;
- d) name, address and phone number of the Insured Person's employer; and
- e) name, address and policy numbers for all other insurance coverage You and/or the Insured Person may have, including health insurance and credit card coverage (whether group or individual).

Claims submitted with incomplete or insufficient documentation may not be paid.

D. Flight Delay Insurance

For this coverage, Insured Person means a Cardmember and/or his or her Spouse, and eligible Dependent Children when travelling with the Cardmember and/or his or her Spouse.

1. Benefits

Scotia Assist will reimburse the Cardmember for all Insured Persons travelling on the same Trip if the confirmed scheduled flight departure from any airport is delayed by 4 hours or more, for necessary and reasonable expenses incurred with respect to hotel accommodations, restaurant meals, refreshments, Essential Items and sundry items (such as a magazine, paperback book and other such small items) within 48 hours of the delay or denied boarding, to a maximum of \$500 per Insured Person on the same Trip, provided that:

- (i) at least 75% of the full cost of the delayed flight was charged to Your Account and/or paid with *Scotia Rewards* points;

- (ii) no alternative transportation is made available to the Cardmember within 4 hours of the scheduled departure time of the original flight;
- (iii) delay of the flight was the result of strike by airline personnel, quarantine, civil commotion, hijack, natural disaster, inclement weather, mechanical breakdown or denied boarding due to overbooking; and
- (iv) the Cardmember provides the required proof of loss to *Scotia Assist*, including plane ticket(s) or the Scotiabank Passport Visa Infinite Business sales receipt for the plane ticket(s), a written statement from the airline confirming and detailing the delay and itemized original receipts with respect to the necessary and reasonable expenses incurred for hotel accommodations, restaurant meals, refreshments, Essential Items and sundry items.

This coverage is in excess of all other applicable valid insurance, indemnity, reimbursement or protection available to You in respect of the claim. The Insurer will be liable only for the amount of loss or damage over the amount covered under such other insurance, indemnity, reimbursement or protection and for the amount of any applicable deductible, only if all such other coverage has been claimed under and exhausted and subject to the terms, exclusions and limits of liability set out in this Certificate of Insurance. This coverage will not apply as contributing insurance, notwithstanding any provision in any other insurance, indemnity or protection policies or contracts.

2. Limitations and Exclusions

The Insurer does not cover loss caused by or resulting from:

- (i) criminal or fraudulent acts of the Insured Person;
- (ii) war, whether declared or undeclared, civil war, insurrection, rebellion or revolution; or
- (iii) any warlike act by any government or military force.

3. How to Claim

In the event of a claim, contact *Scotia Assist* by calling **1 877-711-8286** from Canada and the United States or **613-634-6980** locally or collect from other countries.

E. Rental Car Collision/Loss Damage Insurance

For this coverage, Insured Person means a Cardmember and any other person who holds a valid driver's license and has the Cardmember's express

permission to operate the rental vehicle. This includes drivers not listed on Your rental contract, provided they would otherwise qualify under the rental contract.

1. ELIGIBILITY

You are eligible for Rental Car Collision/Loss Damage (CLD) insurance when You rent most private passenger vehicles for a period not to exceed 48 consecutive days, provided that:

- a) You initiate the rental transaction with Your Scotiabank Passport Visa Infinite Business card (if arranged in advance, by booking or reserving the car rental with Your Scotiabank Business Visa Infinite card) and by providing an imprint of Your Scotiabank Passport Visa Infinite Business card at the time You take possession of the car;
- b) You decline the rental agency's collision damage waiver (CDW) or loss damage waiver (LDW), or similar provision; and
- c) You rent the car in Your name and either:
 - i) charge the entire cost of the car rental to Your Account; or
 - ii) use Your *Scotia Rewards* points to pay for all or part of the rental provided that, if Your *Scotia Rewards* points do not pay for the entire cost of the car rental, the remaining cost is charged to Your Account.

Coverage is limited to one rental vehicle at a time, i.e. if during the same period there is more than one vehicle rental charged to the Account, only the first rental will be eligible for these benefits.

The length of time You rent the vehicle must not exceed forty-eight (48) days. If the rental period exceeds 48 days, no coverage will be provided, even for the first 48 days of the rental period. Coverage may not be extended for more than 48 days by renewing or taking out a new rental agreement with the same or another rental agency for the same vehicle or another vehicle.

In some jurisdictions, the law requires the rental agencies to provide CDW or LDW in the price of the car rental. In these locations, CLD insurance will provide coverage of any deductible that may apply, provided all the procedures outlined in this Certificate have been followed and You have waived the rental agency's deductible waiver. No CDW or LDW premiums charged by rental agencies will be reimbursed under the Policy.

Notes:

- Rental vehicles which are part of pre-paid travel packages are eligible for CLD insurance if the total package was charged to Your Account and all other eligibility requirements are met.
- Rental vehicles which are part of a Car Sharing program are eligible for CLD insurance if the full cost of each rental of a vehicle (per use and mileage charges) was charged to Your Account and all other eligibility requirements are met. Some Car Sharing plans will include CDW/LDW in their membership fee. If Your Car Sharing membership includes CDW/LDW and there is no option to waive, then CLD insurance under this Policy will only provide coverage for any deductible You may be held responsible for, provided all the other requirements outlined in this Certificate of Insurance have been met.
- “Free rentals” are also eligible for CLD insurance when received as the result of a promotion where You have had to make previous vehicle rentals, and each such previous rental satisfied the eligibility conditions set out in paragraphs a) through c).
- You are covered if You receive a “free rental” day or days as a result of an airline point program (or other similar program) for the number of days of free rental. If the free rental day(s) are combined with rental days for which You pay the negotiated rate, You must satisfy the eligibility conditions set out in paragraphs a) through c).

2. BENEFITS

CLD insurance is primary insurance which pays the amount for which You are liable to the rental agency up to the actual cash value of the damaged or stolen vehicle as well as any valid and documented Loss of Use, reasonable and customary towing charges, and administration charges resulting from damage or theft occurring while the rental vehicle is rented in Your name. This includes damage resulting from malicious vandalism and theft. Benefits are limited to one vehicle rental during any one period.

This coverage is available on a 24-hour basis anywhere in the world, except where prohibited by law, or where the coverage is in violation of the terms of the rental contract in the jurisdiction in which it was formed. (See the section “Helpful Hints” for tips on how to avoid having use of this coverage challenged.)

3. TYPES OF RENTAL VEHICLES COVERED

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

Mini-vans are covered provided they:

- a) are for private passenger use with seating for no more than 8 occupants including the driver; and
- b) are not to be used for hire by others.

4. TYPES OF RENTAL VEHICLES NOT COVERED

Vehicles which belong to the following categories are NOT covered:

- a) vans, other than mini-vans as described above;
- b) trucks, pick-up trucks or any vehicle that can be spontaneously reconfigured into a pick-up truck;
- c) off-road vehicles;
- d) motorcycles, mopeds or motorbikes;
- e) campers, trailers or recreational vehicles;
- f) vehicles not licensed for road use;
- g) mini-buses or buses;
- h) antique cars (cars which are over 20 years old or have not been manufactured for 10 years or more);
- i) any vehicle which is either wholly or in part hand-made, or has a limited production of under 2,500 vehicles per year;
- j) any vehicle with a manufacturer's suggested retail price excluding all taxes, over sixty-five thousand dollars (\$65,000), at the time and place of loss;
- k) tax-free cars (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);
- l) vehicles towing or propelling trailers or any other object; and
- m) expensive or exotic vehicles.

5. LIMITATIONS AND EXCLUSIONS

CLD insurance does NOT include coverage for:

- a) a replacement vehicle for which Your personal automobile insurance or the repair shop is covering all or part of the cost of the rental;
- b) loss or theft of personal belongings in the vehicle;
- c) third party liability (injury to anyone or anything inside or outside the vehicle);
- d) expenses assumed, paid or payable by the rental agency or its insurers; or
- e) damage/loss arising directly or indirectly from:
 - (i) operation of the vehicle by any driver other than an Insured Person;
 - (ii) operation of the vehicle on other than regularly maintained roads;
 - (iii) alcohol intoxication where the driver's blood alcohol concentration is equal to or over the blood alcohol concentration limit for impaired driving under the Criminal Code of Canada or

the jurisdiction in which the vehicle rental occurred, if lower, or where the driver is charged for impaired driving;

- (iv) use of narcotic drugs by the driver;
- (v) any dishonest, fraudulent or criminal act committed by the Insured Person and/or any authorized driver;
- (vi) operation of the rental vehicle contrary to the terms of the rental agreement/contract;
- (vii) wear and tear, gradual deterioration, or mechanical breakdown of the vehicle;
- (viii) road damage to tires unless in conjunction with an insured cause;
- (ix) insects or vermin, inherent vice or damage;
- (x) 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;
- (xi) seizure or destruction under quarantine or customer regulations, confiscation by order of any government or public authority;
- (xii) transportation of contraband or illegal trade;
- (xiii) transportation of property or passengers for hire; or
- (xiv) nuclear reaction, radiation or radioactive contamination.

6. HELPFUL HINTS

Important: Check with Your personal insurer and the rental agency to ensure that You and all other drivers have adequate personal property, personal injury and third-party liability coverages. The Policy only covers loss or damage to the rental vehicle as stipulated therein.

- a) Some rental agencies may resist Your declining their CDW/LDW coverage. They may try to encourage You to take their coverage. If You refuse, they may insist You provide a deposit. Before booking a car, confirm that the rental agency will accept CLD insurance without requiring a deposit. If they won't, find one that will, and try to get written confirmation. If booking your trip through a travel agency, let them know you want to take advantage of CLD Insurance and have them confirm the rental agency's willingness to accept it. You will not be compensated for any payment You may have to make to obtain the rental agency's CDW/LDW.
- b) Check the rental car carefully for scratches, dents and windshield chips and point out any damage to the agency representative before You take possession of the car. Have them note the damage

on the rental agreement or ask for another vehicle.

- c) If the vehicle sustains damage of any kind, immediately phone *Scotia Assist* by calling **1 877-711-8286** from Canada and the United States or **613-634-6980** locally or collect from other countries. Advise the rental agent that You have reported the claim and provide *Scotia Assist's* phone number. ***Do not sign a blank sales draft to cover the damage and Loss of Use charges.***

7. TERMINATION OF INSURANCE

Coverage under the Policy ends at the earliest of:

- a) the date and time the rental agency reassumes control of the rental vehicle, whether at its place of business or elsewhere;
- b) the date the Insured Person ceases to be eligible for coverage;
- c) the date the Account is cancelled or closed or ceases to be in Good Standing; and
- d) the date the Policy terminates.

No benefits will be paid under the Policy for losses incurred after coverage has terminated, unless otherwise specified or agreed.

F. Common Carrier Travel Accident Insurance

For this coverage, Insured Person means a Cardmember and/or his or her Spouse, and eligible Dependent Children while travelling with the Cardmember and/or his or her Spouse.

1. BENEFIT

You and/or Your Spouse, and Dependent Children while travelling with You and/or Your Spouse, will be eligible for benefits under Common Carrier Travel Accident Insurance, provided at least 75% of the cost of the Ticket is charged to Your Account and/or paid for with *Scotia Rewards* points, according to the following schedule:

Accidental Loss of:	<u>Amount of Benefit</u>	
	Cardmember or Spouse	Dependent Children
Life [†]	\$500,000	\$50,000
Total and Permanent Disability ^{††}	\$500,000	\$500,000
Both hands or both feet	\$500,000	\$500,000

One foot or one hand and the entire sight of one eye	\$500,000	\$500,000
Sight of both eyes	\$500,000	\$500,000
One hand and one foot	\$500,000	\$500,000
Speech and hearing	\$500,000	\$500,000
One hand or one foot	\$250,000	\$250,000
Sight of one eye	\$250,000	\$250,000
Speech	\$250,000	\$250,000
Hearing	\$250,000	\$250,000

† Loss of Life Benefits are paid to the beneficiary designated by the Insured Person; if not designated they are paid to the first surviving class in the following order: the Insured Person’s Spouse; in equal share to the Insured Person’s surviving children; in equal share to the Insured Person’s surviving parents; in equal shares to the Insured Person’s siblings; to the Insured Person’s Estate. All other benefits are payable to the Insured Person.

†† Benefits are payable when an Insured Person has been Totally and Permanently Disabled for a period of 365 consecutive days. The maximum benefit payable is \$1,000,000 for Loss resulting from any one occurrence.

If more than one of the described Losses is sustained by an Insured Person, then the total benefit payable from one accident is limited to the greatest amount payable for any one of the Losses sustained.

In no event does possession of multiple certificates or Accounts entitle an Insured Person to benefits in excess of those stated herein for any one Loss sustained.

2. COVERAGE

Benefits are payable when an Insured Person sustains a Loss as a result of occupying a Common Carrier while coverage is in force. Coverage is in force when an Insured Person uses a Common Carrier to:

- a) Travel directly to the point-of-departure terminal for the trip shown on the Ticket.
- b) Make the trip as shown on the Ticket.
- c) Travel directly from the point-of-arrival terminal for the trip shown on the Ticket to the next destination.
- d) Coverage is also in force while the Insured Person is at a travel terminal immediately prior to or following the trip evidenced by the Ticket.

3. TERMINATION OF INSURANCE

Coverage in respect of an Insured Person ends on the earliest of the following dates:

- a) the date the Account is cancelled, closed, or ceases to be in Good Standing;
- b) the date the Insured Person ceases to be eligible for coverage; and
- c) the date the Policy terminates

No benefits will be paid under the Policy for Losses incurred after coverage has terminated, unless otherwise specified or agreed.

4. EXPOSURE AND DISAPPEARANCE

Loss resulting from unavoidable exposure to the elements and arising out of the hazards described above shall be covered to the extent of the benefits afforded the Cardmember.

If the body of the Cardmember has not been found within one year of the disappearance, stranding, sinking or wrecking of any vehicle in which the Cardmember was insured hereunder as an occupant, then it shall be presumed, subject to all other terms of the policy, that the Cardmember has suffered Loss of life covered under this policy.

5. EXCLUSIONS AND LIMITATIONS

The Policy does not cover any Loss caused by or resulting from:

- a) Intentionally self-inflicted injuries.
- b) Suicide or attempted suicide, whether sane or insane.
- c) Illness or disease.
- d) Normal pregnancy or resulting childbirth or miscarriages.
- e) Bacterial infection except bacterial infection of an Accidental Bodily Injury, or if death results from the accidental ingestion of a substance contaminated by bacteria.
- f) A declared or undeclared war. Declared or undeclared war does not include acts of terrorism.
- g) Accident occurring while a passenger on, or operating or learning to operate, or serving as a member of the crew of any aircraft except as provided on this certificate.

6. MAKING A CLAIM

In the event of a claim, notify the Insurer by calling **1-877-711-8286** from Canada and the United States or **613-634-6980** locally or collect from other countries. If possible, notice should be given within 90 days of the occurrence of a Loss.

Notice must include the name of the Insured Person

who sustained the Loss, the Account number to which the cost of the Ticket was charged, and the name and address of the person (acting on behalf of the Insured Person if necessary) to whom claim forms should be sent. If claim forms for providing Proof of Loss are not received within 15 days of giving notice of the claim, Proof of Loss may be provided by giving the Insurer a written statement of the nature and extent of the Loss.

Proof of Loss, whether it be a complete claim form or otherwise, must be given to the Insurer as soon as reasonably possible. The Insurer, at its expense, has the right to have the Insured Person examined as often as reasonably necessary while a claim is pending. The Insurer may also have an autopsy performed unless prohibited by law.

G. Travel Emergency Medical Insurance

For this coverage, Insured Person means a Cardmember and/or his or her Spouse, and eligible Dependent Children while travelling with the Cardmember and/or his or her Spouse. *Coverage is provided for the first 25 consecutive days for Insured Persons under 65 years of age and for the first 10 consecutive days for Insured Persons 65 years of age or older.*

1. ELIGIBILITY

For this coverage, the Cardmember and/or his or her Spouse who is a resident of Canada and covered by a GHIP, is eligible for Travel Emergency Medical coverage, provided that Your Account is in Good Standing. Your Dependent Children are only eligible for benefits when travelling with You and/or Your Spouse on a Trip.

2. COVERAGE PERIOD

Coverage Period For Insured Persons under age 65 (on the Trip departure date)

For the Travel Emergency Medical benefit, only the first 25 consecutive days of a Trip, as determined by the originally scheduled departure and return dates, will be covered. **There is no coverage for that portion of a Trip which extends beyond the first 25 consecutive days under this Certificate of Insurance.** In the event of a claim, proof of scheduled Trip duration will be required. Coverage begins at 12:01 a.m. on the date the Insured Person leaves his or her province or territory of residence in Canada on a Trip. Coverage will terminate on the earliest of the following:

- a) the date the Insured Person returns to his or her province or territory of residence in Canada;
- b) the date the Account is cancelled, closed or ceases to be in Good Standing;
- c) the date the Insured Person has been absent for more than 25 consecutive days (including the day of departure and day of return) from his or her province or territory of residence in Canada;
- d) the date the Insured Person ceases to be eligible for coverage (for Dependent Children, see the Definitions section for age limits); or
- e) the date the Policy terminates.

No benefits will be paid under the Policy for losses incurred after coverage has terminated, unless otherwise specified or agreed.

Coverage Period For Insured Persons age 65 or older (on the Trip departure date)

For the Travel Emergency Medical benefit, only the first 10 consecutive days of a Trip, as determined by the originally scheduled departure and return dates, will be covered.

There is no coverage for that portion of a Trip which extends beyond the first 10 consecutive days under this Certificate of Insurance. In the event of a claim, proof of scheduled Trip duration will be required.

Coverage begins at 12:01 a.m. on the date the Insured Person leaves his or her province or territory of residence in Canada on a Trip. Coverage will terminate on the earliest of the following:

- a) the date the Insured Person returns to his or her province or territory of residence in Canada;
- b) the date the Account is cancelled, closed or ceases to be in Good Standing;
- c) the date the Insured Person has been absent for more than 10 consecutive days (including the day of departure and day of return) from his or her province or territory of residence in Canada;
- d) the date the Insured Person ceases to be eligible for coverage (for Dependent Children, see the Definitions section for age limits); or
- e) the date the Policy terminates.

No benefits will be paid under the Policy for losses incurred after coverage has terminated, unless otherwise specified or agreed.

3. AUTOMATIC EXTENSION OF COVERAGE

Coverage will be automatically extended beyond the 25-day limit for Insured Persons under 65 years of age or beyond the 10-day limit for Insured Persons 65 years of age or older for up to 3 days following the end of a Medical Emergency.

In addition, Travel Emergency Medical Insurance coverage will also be automatically extended beyond the 25-day limit for Insured Persons under 65 years of age or beyond the 10-day limit for Insured Persons 65 years of age or older for up to 3 days if an Insured Person's return to his or her province or territory of residence in Canada is delayed solely as the result of:

- a) the delayed departure of the bus, train, plane or ship on which he or she is booked; or
- b) an accident or the mechanical breakdown of an Insured Person's personal vehicle.

4. BENEFITS

In the event of a Medical Emergency, Reasonable and Customary Charges for Emergency Medical Treatment will be paid by *Scotia Assist*, less any amount payable by or reimbursable under a GHIP, any group or individual health plans or insurance policies. Benefits are limited to \$1,000,000 for each Insured Person, subject to the Limitations and Exclusions. The following expenses are eligible for reimbursement:

Hospital Accommodation, Medical Expenses and Doctor Charges for Emergency Medical Treatment.

Private Duty Nursing when prescribed by a Doctor.

Diagnostic Services including laboratory tests and x-rays when prescribed by a Doctor. NOTE: Magnetic resonance imaging (MRI), computerized axial tomography (CAT scans), sonograms and ultrasound must be authorized in advance by *Scotia Assist*.

Ambulance Service to the nearest Hospital equipped to provide the required Emergency Medical Treatment.

Emergency Air Transport to the nearest Hospital, or repatriation to a Hospital in the Insured Person's province or territory of residence in Canada (when approved and arranged by *Scotia Assist*) in the event the Insured Person's condition precludes the use of other means of transportation.

Prescription Drug Reimbursement excluding any drugs or medications which are commonly available without prescription, or which are not legally registered and approved in Canada or the United States.

Accidental Dental Care to a maximum of \$2,000 for treatment of natural or permanently installed teeth, necessitated by an accidental blow to the mouth.

Medical Appliances including slings, braces, splints, and local rental of crutches, walkers and wheelchairs.

Return Airfare to cover any additional cost incurred for a one-way economy fare (less any refunds due on original tickets) and, if required, the charge for transportation of a stretcher and attending medical personnel to return the Insured Person to his or her province or territory of residence in Canada if further

medical treatment is warranted and when approved and arranged by *Scotia Assist*.

Transportation to Bedside from Canada for one of the Insured Person's Spouse, parent, child, brother or sister when the Insured Person is hospitalized and expected to remain so for 3 days or more. This benefit must be pre-approved by *Scotia Assist*. This benefit includes one round-trip economy airfare, food and accommodation expenses of \$100 per day to a maximum of \$1,500. This Travel Emergency Medical insurance will be extended, at no charge, for the person required at bedside for the duration of the Medical Emergency.

Vehicle Return cost to a maximum of \$1,000 to return an Insured Person's car to his or her province or territory of residence in Canada, or in the case of a rented vehicle, to the nearest appropriate rental location, when the Insured Person is unable to return the vehicle as a result of a Medical Emergency.

Car Accident Assistance when an Insured Person's vehicle is disabled as a result of an accident during the Trip. A maximum of \$200 per day will be paid toward the cost of accommodation, food, car rental, or commercial transportation for the time the vehicle is inoperable for a maximum of 3 days immediately following the date of the accident.

Return of Deceased when death results from a Medical Emergency, to a maximum of \$5,000 for the cost of preparation (including cremation) and transport of the Insured Person (excluding the cost of a burial coffin or urn) to his or her province or territory of residence in Canada.

5. MEDICAL EMERGENCY PROCEDURES

When a Medical Emergency occurs, You must contact Scotia Assist without delay. See Section 6 for coverage Limitations.

24-hour assistance is available by calling **1 877-711-8286** from within Canada and the United States, or **613-634-6980** locally or collect from other countries. If calling *Scotia Assist* from somewhere in the world where a collect call is not possible, call direct and You will be reimbursed.

Scotia Assist will confirm coverage, provide directions to the Network facility or the nearest appropriate medical facility, provide the necessary authorization of payment of eligible expenses and manage the Medical Emergency.

Scotia Assist will make every effort to pay or authorize payment of eligible expenses to Hospitals, Doctors, and other medical providers directly. If direct payment or payment authorization is not possible, an Insured Person may be required to make payments. In that event, the Insured Person will be reimbursed for eligible expenses on submission of a valid claim.

6. LIMITATIONS

Failure to notify *Scotia Assist* immediately following a Medical Emergency, or as soon as possible under the circumstances, will limit the benefits payable under this Certificate of Insurance as follows:

- No benefits will be payable for surgery or invasive procedures (such as cardiac catheterization) without prior approval by *Scotia Assist*, except in extreme circumstances where a request for prior approval would delay surgery needed in a life-threatening medical crisis.
- Non-surgical eligible expenses for which benefits would otherwise have been provided will be limited to 80% of the total, to a maximum of \$30,000.

Benefits payable are further limited as follows:

- In consultation with the attending Doctor, *Scotia Assist* reserves the right to transfer the Insured Person to an appropriate Network facility or to his or her province or territory of residence in Canada for Emergency Medical Treatment. Refusal to comply will absolve the Insurer of any liability for expenses incurred after the proposed transfer date.
- Once a Medical Emergency ends, no further benefits are payable for that Medical Emergency or for any recurrence of the condition which caused the Medical Emergency.

7. EXCLUSIONS

No benefits are payable for any expenses incurred directly or indirectly as a result of:

- a) any Pre-existing Condition as defined herein;
- b) any Medical Emergency or Emergency Medical Treatment that occurs other than during a Trip;
- c) any elective or non-emergency surgery, treatment or medication, including ongoing care of a chronic condition;
- d) any Medical Emergency that occurs during a Trip where the primary purpose was to work outside of Canada;
- e) pregnancy, childbirth and/or related complications occurring within 9 weeks of the expected delivery date;
- f) neo-natal care;
- g) participation in a criminal offence;
- h) intentionally self-inflicted injuries, suicide or any attempt thereat;
- i) illness or accidental injury sustained while under the influence of drugs, medication, alcohol or other intoxicants;
- j) acts of terrorism, insurrection or war, whether declared or undeclared;
- k) voluntary participation in a riot or civil commotion;

- l) treatments that are not prescribed by a Doctor; or
- m) participation in professional sports, speed contests, dangerous sports or events including recreational scuba diving (unless the Insured Person holds a basic scuba designation from a certified school or licensing body).

8. OPTIONAL EXTENSION OF COVERAGE PROCEDURES

For trips that exceed 25 days for Insured Persons under 65 years of age or for trips that exceed 10 days for Insured Persons 65 years of age or older.

Coverage may be extended beyond 25 days for Insured Persons under 65 years of age or beyond 10 days for Insured Persons 65 years of age or older. For more information or to purchase Travel Extension Coverage, please call *Scotia Assist* at **1 877-711-8286** from within Canada prior to the Insured Person's departure from his or her province or territory of residence in Canada. You will receive a separate certificate of insurance for this coverage.

The premium for the *Scotia Travel Extension Coverage* must be charged to Your Account and must be paid in full by You prior to Your Trip departure date.

9. CLAIM PROCEDURES

If Scotia Assist is notified in advance of medical treatment:

If *Scotia Assist* authorizes Hospital or other medical payments on an Insured Person's behalf, the Insured Person must sign an authorization form allowing *Scotia Assist* to recover payments from his or her GHIP, other health plans or insurers and return it to *Scotia Assist* within 30 days. If an advance has been made for ineligible expenses, You will be required to reimburse *Scotia Assist*.

If Scotia Assist is not notified in advance of medical treatment:

If eligible expenses are incurred for which payment has not been pre-authorized by *Scotia Assist*, they should be submitted to *Scotia Assist* with original receipts and payment statements. Benefits may be excluded or reduced where *Scotia Assist* has not been contacted in advance of treatment (see Section 7 for Limitations on benefit payments).

In the event of a claim, You will be required to submit a completed claim form and provide documentation to substantiate the claim, including the following:

- a) the cause and nature of the Medical Condition requiring treatment;
- b) original, itemized medical invoices;
- c) original prescription receipts;
- d) Your date of birth and the claimant's date of birth (proof of age may be required);

- e) a photocopy of the Insured Person's GHIP (Health) card;
- f) name, address and phone number of the Insured Person's employer;
- g) proof of the Insured Person's departure and/or return date (i.e. copy of tickets, receipts, prepaid accommodation invoice and gas receipts);
- h) name, address and policy numbers for all other insurance coverage You and other Insured Persons may have, including group and individual insurance, credit card coverage and any other reimbursement plans; and
- i) signed authorization to obtain any further required information.

Claims submitted with incomplete or insufficient documentation may not be paid.

Claim forms can be obtained by calling *Scotia Assist* at **1 877-711-8286** from Canada and the United States or **613-634-6980** locally or collect from other countries.

H. General Provisions and Statutory Conditions

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

1. COVERAGE TERMINATION

Coverage under the Policy ends at the earliest of:

- a) the date the Account is cancelled or closed or ceases to be in Good Standing;
- b) the date the Insured Person ceases to be eligible for coverage; and
- c) the date the Policy terminates.

No benefits will be paid under the Policy for losses incurred after coverage has terminated, unless otherwise specified or agreed.

2. SUBROGATION

As a condition to the payment of any claim to a Cardmember, the Cardmember and/or any Insured Person shall, upon request, transfer or assign to the Insurer all legal rights against all other parties for the loss. The Cardmember and/or any Insured Person shall give the Insurer all such assistance as the Insurer may reasonably require to secure its rights and remedies, including the execution of all documents necessary to enable the Insurer to bring suit in the name of the Cardmember and/or Insured Person.

3. DUE DILIGENCE

The Insured Person shall use diligence and do all things reasonable to avoid or diminish any loss under the Policy.

4. NOTICE AND PROOF OF CLAIM

Immediately after learning of a loss or an occurrence which may lead to a loss covered under the Policy, You must notify *Scotia Assist* by calling **1-877-711-8286** from Canada and the United States or **613-634-6980** locally or collect from other countries. You will then be sent a claim form. If You would like to file your claim online, please visit www.scotia.assurant.com.

Written notice of claim must be given to *Scotia Assist* as soon as reasonably possible after a claim occurs, but in all events provided within 90 days from the date on which loss occurred.

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

5. PAYMENT OF CLAIM

Benefits payable under the Policy will be paid upon receipt of full written proof, as determined by *Scotia Assist*.

6. LEGAL ACTION

Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the *Insurance Act*, *Limitations Act* or other applicable legislation in Your province or territory.

7. FALSE CLAIM

If You make a claim knowing it to be false or fraudulent in any respect, You will not be entitled to the benefit of coverage under the Policy, nor to the payment of any claim made under the Policy.

8. IF YOU HAVE A CONCERN OR COMPLAINT

If You have a concern or complaint about Your coverage, please call the Insurer at **1-877-711-8286** or the Policyholder at **1-800-472-6842**. The Insurer will do its best to resolve Your concern or complaint. If for some reason the Insurer is unable to do so to Your satisfaction, You may pursue the concern or complaint in writing to an independent external organization. You may also obtain detailed information for the Insurer's resolution process and the external recourse either by calling the Insurer at the number listed above or at:

www.assurantsolutions.ca/consumer-assistance.

9. PRIVACY

[American Bankers Insurance Company of Florida](#) [American Bankers Life Assurance Company of Florida](#)

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

[Zurich Insurance Company Limited](#)

To view Privacy Policy, please go to **<https://www.zurichcanada.com/en-ca/about-zurich/privacy>**

Program Description Scotiabank Business Credit Card Liability Waiver Program

[What is the Scotiabank Business Credit Card Liability Waiver Program?](#)

The Scotiabank Business Credit Card Liability Waiver Program allows a Business to request Scotiabank to waive the Business' liability for certain Unauthorized Charges made by its Cardholders. The Program will waive the Business' liability for Unauthorized Charges up to \$100,000 per Active Card Account, in any twelve month period, subject to the terms, conditions, limitations and exclusions in this Program Description.

[Program Administration](#)

The Program is a benefit made available to Businesses by Scotiabank.

[Definitions](#)

For the purposes of this Program Description, the following terms are defined as follows:

"Active Card Account" means, with respect to any date, a Card Account that has had a Charge at any time within the 90 days preceding such date;

"Affidavit of Waiver" means a written request from the Business requesting Scotiabank waive, in

accordance with the terms and conditions of this Program, the obligation to pay for Unauthorized Charges;

“Business” means an entity that has entered into a Scotiabank Business Credit Card Agreement (Business Liability) with Scotiabank;

“Business Day” means any day other than Saturday, Sunday or a bank holiday;

“Card” means a Scotiabank Passport™ Visa Infinite Business* card, issued by Scotiabank;

“Card Account” means the Scotiabank credit card account which has been opened for the Business;

“Cardholder” means an individual to whom a Card has been issued by Scotiabank under a Card Account at the request of the Business, which individual is at least 18 years of age, residing in Canada and an Employee of the Business;

“Charges” means the amounts, billed or unbilled, to purchase goods or services charged to a Card Account, including purchases made online or using a mobile payment app, as well as cash advances charged to a Card Account;

“Scotiabank” means The Bank of Nova Scotia;

“Claim” means a request made by the Business for a waiver by Scotiabank of the Business’ liability in respect of an Unauthorized Charge;

“Date of Notification” means the earliest of:

- (i) The date of a written notice of immediate or pending employment termination of the Cardholder;
- (ii) The date the Cardholder leaves the Business’ service;
- (iii) If the Cardholder is a member of a bargaining unit of a union and the employer contract includes grievance procedures, the date the Business files a grievance with the labour arbitrator recommending the Cardholder’s employment be terminated; and
- (iv) The date the Business notifies the Cardholder that the Cardholder can no longer use the Card.

“Employee” means an individual, including an employee, agent or independent contract personnel of the Business, who performs services for or on behalf of the Business;

“Program” means the Scotiabank Business Credit Card Liability Waiver Program;

“Program Administrator” means Royal & Sun Alliance Insurance Company of Canada, in its capacity as Scotiabank’s authorized administrator of the Program; and

“Unauthorized Charge” has the meaning ascribed to it under the heading below ‘What are Unauthorized Charges?’.

What are Unauthorized Charges?

“Unauthorized Charges” are Charges to a Card Account incurred by a Cardholder which are charged without the approval of the Business and which do not benefit the Business directly or indirectly in whole or in part.

Unauthorized Charges shall not be waived:

- a) In the event that Scotiabank receives a request to cancel the Cardholder’s Card from the Business more than two (2) Business Days after the Date of Notification, unless such Charges have been incurred within the seventy-five (75) days preceding the Date of Notification;
- b) In the event that Scotiabank receives a request to cancel the Cardholder’s Card from the Business not later than two (2) Business Days after the Date of Notification, unless such Charges have been incurred:
 - (i) within seventy-five (75) days preceding the Date of Notification; and
 - (ii) within the fourteen (14) days after the Date of Notification;
- c) If such Charges are discovered later than sixty (60) days after the termination of the Program; and
- d) Unless both the Date of Notification and the notice from the Business to Scotiabank to cancel the Cardholder’s Card occurs while the Program is in effect.

Program Exclusions

The following Charges are excluded and not waived by Scotiabank in any instance under the Program:

- a) Charges made by any partner or owner of the Business, or shareholder who owns more than five percent (5%) of the Business’ outstanding shares, or an individual who is not an Employee of the Business at the time Charges were incurred;
- b) Interest or fees imposed by Scotiabank on outstanding unpaid Charges;
- c) Charges to purchase goods or services for the Business or bought for someone else if instructed or approved by the Business;
- d) Charges incurred by the Cardholder more than fourteen (14) days after the Date of Notification.
- e) Charges incurred on or after the Date of Notification if the Card cancellation request was not sent to Scotiabank within two (2) Business Days of the Date of Notification;
- f) Charges resulting from either a lost or stolen Card or Charges to a Card which is closed, frozen or ninety (90) or more days delinquent;
- g) Cash advances, in excess of \$300 per day per Cardholder, or a maximum of \$1,000 per

Cardholder, whichever is less; and

- h) Any Charges, if at the time the Charges were incurred, the Business had less than two (2) Cards.

What are the Responsibilities of the Business?

The Business may request Scotiabank to waive the Business' liability for Unauthorized Charges only if the Business meets all of the following requirements.

Within two (2) Business Days of the Date of Notification the Business must:

- a) Use reasonable efforts to retrieve the Card from the Cardholder; or
- b) In cases where the Business does not retrieve the Card from the Cardholder, then on or immediately following the Date of Notification, the Business must deliver to the Cardholder or send by registered mail or courier a written notice stating that the Cardholder's Card has been cancelled, and instruct the Cardholder to:
 - (i) immediately discontinue use of Card; and
 - (ii) immediately pay any outstanding amounts owed in respect of Unauthorized Charges; and
- c) Notify Scotiabank to cancel the Card.

If the Business does not notify Scotiabank to cancel the Card within two (2) Business Days of the Date of Notification, Scotiabank will not waive any Charges incurred after the Business' request to cancel the Card.

How to Make a Claim

Within thirty (30) days of the Date of Notification the Business must:

- (i) Provide the following information to the Program Administrator:
 - A request that Scotiabank waive the Unauthorized Charges;
 - The Date of Notification;
 - The Date the Card is cancelled;
 - Date of Request of Card cancellation;
 - Cardholder's Date of Birth;
 - Employment termination date, if applicable;
 - The Cardholder's name, Card number, home address, home telephone number, business address, business telephone number and if the Cardholder's employment was terminated, the last known phone number for the Cardholder;
 - If the Card was retrieved from the Cardholder, the date it was retrieved and confirmation that the Card is still in the Business' possession; and
 - If the Card was not retrieved from the Cardholder, the date the Business instructed

the Cardholder in writing to stop using the Card: and

- Business Name, Address and telephone number.

(ii) Send an 'Affidavit of Waiver' to the Program Administrator.

If the Program Administrator requests additional documents and/or information from the Business (other than as set out above), all additional documents and information must be filed with the Program Administrator within sixty (60) days from the Date of Notification.

Inquiries

Please direct any claim inquiries regarding this Program to the Program Administrator at:

Within the Toronto Region **(905) 403-3338**

Outside the Toronto Region **1-866-363-3338**

Royal & Sun Alliance Insurance Company of Canada
Attention: Claims Management Services
2 Prologis Blvd., Suite 100
Mississauga, Ontario
L5W 0G8

Please refer to program number **PSI055070587**

Recovery

If the Business recovers any amounts for Unauthorized Charges from any source after the Business has filed an Affidavit of Waiver with Scotiabank's authorized administrator, the Business will remit all such amounts to Scotiabank's authorized administrator within fifteen (15) days of recovery. The Business agrees to assign any rights it may have to collect such amounts from the Cardholder to Scotiabank.

Insurance

This Program does not cover Unauthorized Charges that are covered by insurance, or any Unauthorized Charges that would have been paid if the Program was not in effect. The portion of Unauthorized Charges that are in excess of those covered by insurance, but less than the limit of what Scotiabank will waive under this Program are eligible to be waived in accordance with the terms of this Program.

Termination

This Program will automatically terminate on the earliest of the following:

1. the date the Business' Scotiabank Business Credit Card Agreement (Business Liability) is cancelled; and
2. the date set out in a notice of cancellation of the Program sent to the Business from Scotiabank, such date to be at least thirty (30) days' from the

date of the notice is mailed.

Misstatement

Any fraud, misstatement or concealment by the Business either in regard to any matter affecting this Program or in connection with the making of a Claim shall render this Program in respect of the Business null and void.

Currency

All amounts in this Program Description are in Canadian dollars and all Claims will be paid in Canadian dollars.

